

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

| Postal Services  | Daily                               | Weekly                                 | Monthly                             | Never                               |
|--|-------------------------------------|--|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>            | <input checked="" type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/>            |
| b. Mailing Letters   | <input checked="" type="checkbox"/> | <input type="checkbox"/>               | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input checked="" type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input type="checkbox"/>            | <input checked="" type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input checked="" type="checkbox"/> | <input type="checkbox"/>               | <input type="checkbox"/>            | <input type="checkbox"/>            |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input checked="" type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/>            |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <b>Other Postal Services</b>   |                                     |  |                                     |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES        | <input checked="" type="checkbox"/> NO |                                     |                                     |
| b. Resetting/using postage meter   | <input type="checkbox"/> YES        | <input checked="" type="checkbox"/> NO |                                     |                                     |
| <b>Nonpostal Services</b>  |                                     |  |                                     |                                     |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES        | <input checked="" type="checkbox"/> NO |                                     |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES        | <input checked="" type="checkbox"/> NO |                                     |                                     |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES        | <input checked="" type="checkbox"/> NO |                                     |                                     |
| If yes, please explain:  |                                     |  |                                     |                                     |
|  |                                     |  |                                     |                                     |
| d. Using public bulletin board   | <input type="checkbox"/> YES        | <input checked="" type="checkbox"/> NO |                                     |                                     |
| e. Other   | <input type="checkbox"/> YES        | <input checked="" type="checkbox"/> NO |                                     |                                     |
| If yes, please explain:  |                                     |  |                                     |                                     |
|  |                                     |  |                                     |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☒ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

Jasper

Jasper

Jasper

Jasper

Jasper

8. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ NoSECRET  
NO POST47590  
22  
190

Name: James L. Withbank

Address: 10480 E Division Rd. Velpen In 47590

Telephone: 512 634-9053

Date: 3-1-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



STANDARD  
TIME  
FEE

47590  
02  
141

03/10/2011

JAMES WILTBANK

10480 E DIVISION RD  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

for: Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN. 46298-9998

## Postal Service Customer Questionnaire

LUG 12  
201947590  
87  
192

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

|  | Daily                        | Weekly                                 | Monthly                             | Never                               |
|--|------------------------------|--|-------------------------------------|-------------------------------------|
| <b>Postal Services</b>   |                              |  |                                     |                                     |
| a. Buying Stamps   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <b>Other Postal Services</b>   |                              |  |                                     |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| a. Resetting/using postage meter   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| <b>Nonpostal Services</b>  |                              |  |                                     |                                     |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| If yes, please explain:  |                              |  |                                     |                                     |
| d. Using public bulletin board   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| e. Other   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| If yes, please explain:  |                              |  |                                     |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Jasper

☒ Personal needs Jasper

☒ Banking Jasper

☒ Employment Jasper

☒ Social needs Jasper



# Customer Questionnaire

Page 2 of 2

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Jeff Giesler

Address: 1433 S. 800 W. Velpen

Telephone: 812-634-6385

Date: 2-26-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

47590  
87  
144

We currently have a Velpen, IN address but live in Dubois County (Velpen is in Pike County). I'm not sure if the proposed change to the Otwell post office would require us to change our address to be Otwell, IN. If that is the case, we would be AGAINST the proposed change. It causes many problems and confusion for us to have an address of a different county. If we are required to change the city of our address we would only want to do so if we could change it to a Dubois County address. I can imagine that it would be a huge pain to change our address so we would only want to do so if it would help our current situation of confusion of what county we actually live in.

We are very interested in hearing what affect the proposal would have on our address. We cannot attend the public meeting on 3/17 as we will be at work at that time.

Thank you,

Jeff and Abby Giesler  
1433 S. 800 W.  
Velpen, IN 47590



POSTAL  
SERVICE  
100

47590  
22  
145

03/10/2011

JEFF GIESLER

1433 S 800 W  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. This change should have no impact on your address.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8504.

Sincerely,

For: Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998

## Postal Service Customer Questionnaire

 CHECK NO.  
 DATE

 47590  
 22  
 196

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

|  | Daily                        | Weekly                                 | Monthly                  | Never                               |
|--|------------------------------|--|--------------------------|-------------------------------------|
| <b>Postal Services</b>   |                              |  |                          |                                     |
| a. Buying Stamps   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| b. Mailing Letters   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <b>Other Postal Services</b>   |                              |  |                          |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| a. Reselling/using postage meter   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| <b>Nonpostal Services</b>  |                              |  |                          |                                     |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| If yes, please explain:  |                              |  |                          |                                     |
| d. Using public bulletin board   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| e. Other   | <input type="checkbox"/> YES | <input type="checkbox"/> NO            |                          |                                     |
| If yes, please explain:  |                              |  |                          |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

I pass the Otwell Post office

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

Jasper

☐ Personal needs

☐ Banking

Petersburg

☐ Employment

Petersburg

☐ Social needs

LOCKET NO.

TEAM NO.

AGE

47590  
28  
197

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Jennifer Beier

Address:

9630 E 60 Rd 200 S

Telephone:

630-11610

Date:

March 5 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



FOCUST NO.  
FORM NO.  
011

47590  
22  
198

03/10/2011

JENNIFER BEIER

9630 E CO RD 200 S  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

*JTB* Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46296-9996

## Postal Service Customer Questionnaire

GETTING

Page 1 of 1  
47590  
22  
149

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

|  | Daily                               | Weekly                              | Monthly                             | Never                    |
|--|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| <b>Postal Services</b>   |                                     |                                     |                                     |                          |
| a. Buying Stamps   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| b. Mailing Letters   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| d. Pick up Post Office box mail  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| i. Buying stamp-collecting material  |                                     |                                     |                                     |                          |
| <b>Other Postal Services</b>   |                                     |                                     |                                     |                          |
| a. Entering permit mailings  | <input type="checkbox"/> YES        | <input type="checkbox"/> NO         |                                     |                          |
| a. Resetting/using postage meter   | <input type="checkbox"/> YES        | <input type="checkbox"/> NO         |                                     |                          |
| <b>Nonpostal Services</b>  |                                     |                                     |                                     |                          |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES        | <input type="checkbox"/> NO         |                                     |                          |
| b. Using for school bus stop   | <input type="checkbox"/> YES        | <input type="checkbox"/> NO         |                                     |                          |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES        | <input type="checkbox"/> NO         |                                     |                          |

If yes, please explain:

d. Using public bulletin board

☐ YES ☐ NO

☐ YES ☐ NO

e. Other

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

Jasper In

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2025-01-01 13:57:00 1385797

27

☒ Yes ☐ No☐ Yes ☐ No

Name: Lana Felt  
Address: 4587 4<sup>th</sup> St. P.O. Box 3 Velpen In

Telephone: 707-638-2500  
Date: 2-28-2011

Our Post Office is ALL this small town has. It will be a hardship for the elderly and a big inconvenience for the community to be required to travel for all our postal needs to another town.





03/10/2011  
LANA FIETH  
PO BOX 3  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

cc: Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN 46206-9998

## Postal Service Customer Questionnaire

POSTAL  
SERVICE  
II

47590 of  
22  
152

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

| Postal Services  | Daily                        | Weekly                                 | Monthly                             | Never                               |
|--|------------------------------|--|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>     | <input checked="" type="checkbox"/>    | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/>     | <input checked="" type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>     | <input checked="" type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/>            |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| i. Buying stamp-collecting material  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <b>Other Postal Services</b>   |                              |  |                                     |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| a. Resetting/using postage meter   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| <b>Nonpostal Services</b>  |                              |  |                                     |                                     |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| If yes, please explain:  |                              |  |                                     |                                     |
| d. Using public bulletin board   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| e. Other   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| If yes, please explain:  |                              |  |                                     |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

If yes, please explain:

☒ YES ☒ NO  
Weekly

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☒ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

|  |       |
|--|-------|
| <input checked="" type="checkbox"/> Shopping       | _____ |
| <input checked="" type="checkbox"/> Personal needs | _____ |
| <input checked="" type="checkbox"/> Banking        | _____ |
| <input type="checkbox"/> Employment                | _____ |
| <input checked="" type="checkbox"/> Social needs   | _____ |

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

POCKET NO.

ITEM NO.

41590  
22  
153Name: Lawrence G StaffordAddress: 9009 E. CO. RD. 700 S. Velpen, TN 41759Telephone: 812-536-2017Date: 3-3-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



POSTAL INC.  
TEAM  
08

47590  
22  
154

03/10/2011

LAWRENCE STAFFORD

9009 E CO RD. 700 S  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

per: Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998

## Postal Service Customer Questionnaire

47590

22  
155

1. Please check the appropriate box to indicate whether you used the Velpen Post Office for each of the following:

|  | Daily                        | Weekly                                 | Monthly                             | Never                               |
|--|------------------------------|--|-------------------------------------|-------------------------------------|
| <b>Postal Services</b>   |                              |  |                                     |                                     |
| a. Buying Stamps   | <input type="checkbox"/>     | <input checked="" type="checkbox"/>    | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/>     | <input checked="" type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  |                              |  |                                     |                                     |
| <b>Other Postal Services</b>   |                              |  |                                     |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| a. Resetting/using postage meter   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| <b>Nonpostal Services</b>  |                              |  |                                     |                                     |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| If yes, please explain:  |                              |  |                                     |                                     |
| d. Using public bulletin board   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| e. Other   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| If yes, please explain:  |                              |  |                                     |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

If yes, please explain: post office at Island we use the  
occasionally

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Jasper  
☒ Personal needs Jasper  
☒ Banking Jasper  
☐ Employment  
☐ Social needs

5. Do you currently use local businesses in the community?  
☐ Yes ☒ No *not in Jasper*  
 If yes, would you continue to use them if the Post Office is discontinued?  
☐ Yes ☒ No

EDITION  
 CREATING  
 YES

4590  
 22  
 156

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date: \_\_\_\_\_

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

For many years we have wished to be serviced by a Jasper rural route as we live in Dubois County but our mailing address is in Pike County. This is confusing to many people.

The same would be true if we were serviced by Otwell. While we do a small amount of business at Otwell, by far our greatest amount of business is done in Jasper or Ireland.

We respectfully ask to be serviced by the Jasper mail route that is within 2 miles and could service from 18 to 30 customers by making a loop.

Mrs. Lee Gress  
 Grassland Farms Inc.  
 167 N 800 W

1195-21



47590  
22  
157

03/10/2011

LEE GRESS

167 N 800 W  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Jasper is closer for some customers, Jasper is not closer for others.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

*JTB* Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN 46298-9998

## Postal Service Customer Questionnaire

 COVERING  
 311 YQ  
 158

 47590  
 22  
 158

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

|  | Daily                               | Weekly                                 | Monthly                             | Never                               |
|--|-------------------------------------|--|-------------------------------------|-------------------------------------|
| <b>Postal Services</b>   |                                     |  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| a. Buying Stamps   | <input type="checkbox"/>            | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/>            | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| c. Mailing Parcels   | <input checked="" type="checkbox"/> | <input type="checkbox"/>               | <input type="checkbox"/>            | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input type="checkbox"/>            | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>            | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  |                                     |  |                                     |                                     |
| <b>Other Postal Services</b>   | <input type="checkbox"/> YES        | <input checked="" type="checkbox"/> NO |                                     |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES        | <input checked="" type="checkbox"/> NO |                                     |                                     |
| b. Resetting/using postage meter   |                                     |  |                                     |                                     |
| <b>Nonpostal Services</b>  | <input type="checkbox"/> YES        | <input checked="" type="checkbox"/> NO |                                     |                                     |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES        | <input checked="" type="checkbox"/> NO |                                     |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES        | <input checked="" type="checkbox"/> NO |                                     |                                     |
| c. Assisting senior citizens, persons with disabilities, etc.  |                                     |  |                                     |                                     |
| If yes, please explain:  |                                     |  |                                     |                                     |
| d. Using public bulletin board   | <input type="checkbox"/> YES        | <input checked="" type="checkbox"/> NO |                                     |                                     |
| e. Other   | <input type="checkbox"/> YES        | <input type="checkbox"/> NO            |                                     |                                     |
| If yes, please explain:  |                                     |  |                                     |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

|  |              |
|--|--------------|
| <input checked="" type="checkbox"/> Shopping       | JASPER IN    |
| <input checked="" type="checkbox"/> Personal needs | JASPER IN    |
| <input checked="" type="checkbox"/> Banking        | JASPER IN    |
| <input checked="" type="checkbox"/> Employment     | DAKLAND CITY |
| <input type="checkbox"/> Social needs              | JASPER IN    |



## Customer Questionnaire

5. Do you currently use local businesses in the community?  
☐ Yes ☒ No  
If yes, would you continue to use them if the Post Office is discontinued?  
☐ Yes ☐ No

47590  
82  
939

Name: Linda Jones

Address: Box 41 9423 E. Maple St.

Telephone: 812-354-2849

Date: 3-2-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



DOCKET NO.

DATE

PAGE

47590  
22  
160

03/10/2011

LINDA JONES

PO BOX 41  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

for: Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9996

47590  
22  
161

## Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the VILPEN Post Office for each of the following:

|  | Daily                    | Weekly                   | Monthly                             | Never                    |
|--|--------------------------|--------------------------|-------------------------------------|--------------------------|
| <b>Postal Services</b>   |                          |                          |                                     |                          |
| a. Buying Stamps   | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing Letters   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |

**Other Postal Services**

- a. Entering permit mailings ☐ YES ☐ NO  
 a. Resetting/using postage meter ☐ YES ☐ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO  
 b. Using for school bus stop ☐ YES ☐ NO  
 c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO  
 If yes, please explain: \_\_\_\_\_

- d. Using public bulletin board ☐ YES ☐ NO  
☐ YES ☐ NO

- e. Other \_\_\_\_\_  
 If yes, please explain: \_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? ☐ YES ☒ NO

If yes, please explain: \_\_\_\_\_

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: \_\_\_\_\_

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

## Customer Questionnaire

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Margie Falls

Address:

7298 E Co. Rd. 700S, Valparaiso, IN

Telephone:

812-354-4801

Date:

3-1-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

47590

28  
162



2011-12  
FEB 10  
11

47590  
29  
103

03/10/2011

MARGIE FALLS

7298 E CO RD 700 S  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

for: Tangelia Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998

22  
164

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

|  | Daily                        | Weekly                                 | Monthly                  | Never                               |
|--|------------------------------|--|--------------------------|-------------------------------------|
| <b>Postal Services</b>   |                              |  |                          | <input checked="" type="checkbox"/> |
| a. Buying Stamps   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| b. Mailing Letters   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  |                              |  |                          |                                     |
| <b>Other Postal Services</b>   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| a. Reselling/using postage meter   |                              |  |                          |                                     |
| <b>Nonpostal Services</b>  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| c. Assisting senior citizens, persons with disabilities, ect.  |                              |  |                          |                                     |
| If yes, please explain:  |                              |  |                          |                                     |
| d. Using public bulletin board   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| e. Other   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| If yes, please explain:  |                              |  |                          |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Ireland Post office more convenient

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

Customer Questionnaire

47590  
28  
165

5. Do you currently use local businesses in the community?  
☐ Yes ☒ No  
If yes, would you continue to use them if the Post Office is discontinued?  
☐ Yes ☐ No

Name: Mark R. Schmitt  
Address: 8977 W. 300th. Velpen, IN 47590  
Telephone: 812-482-7577  
Date: 2/28/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



47590  
22  
766

03/10/2011

MARK SCHMITT

8977 W 300 N  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

for: Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46238-9998



1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

|  | Daily                        | Weekly                                 | Monthly                  | Never                               |
|--|------------------------------|--|--------------------------|-------------------------------------|
| <b>Postal Services</b>   |                              |  |                          |                                     |
| a. Buying Stamps   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/>            |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  |                              |  |                          |                                     |
| <b>Other Postal Services</b>   |                              |  |                          |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| b. Resetting/using postage meter   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| <b>Nonpostal Services</b>  |                              |  |                          |                                     |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| If yes, please explain:  |                              |  |                          |                                     |
| d. Using public bulletin board   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| e. Other   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| If yes, please explain:  |                              |  |                          |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

If yes, please explain:  
When Jasper shopping, usually buy stamps at Jasper Post Office, drop off mail at the nearest Post Office Drop Box that I am in the vicinity of.

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Jasper  
☒ Personal needs Jasper  
☒ Banking Jasper  
☐ Employment Unemployed, Disabled  
☒ Social needs Jasper, on on the Internet

## Customer Questionnaire

CITY NO.

COUNTY

47590

IN

168

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Mark A. Schmitt

Address: 1751 S. State Road 257, Velpen, IN 47590-8811

Telephone: 812-354-2462

Date: 02-27-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



QRET NO.  
ITEM NO.  
12

47590  
82  
169

03/10/2011

MARK SCHMITT

1751 S STATE ROAD 257  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

 Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998



5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Margaret Breescher

Address: 2065 N 900 W Velpen, IN 47590

Telephone: 812-482-1535

Date: 2/28/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



SECRET  
MAIL  
77

47590  
22  
172

03/10/2011

MARGARET BRESCHER

2065 N 900 W  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

for: Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN 46298-9998

## Postal Service Customer Questionnaire

47590

22  
913

Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

|  | Daily                                   | Weekly                              | Monthly                             | Never                    |
|--|---|-------------------------------------|-------------------------------------|--------------------------|
| <b>Postal Services</b>   |   |                                     |                                     |                          |
| a. Buying Stamps   | <input type="checkbox"/>                | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| b. Mailing Letters   | <input checked="" type="checkbox"/>     | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/>                | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| d. Pick up Post Office box mail  | <input checked="" type="checkbox"/>     | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| e. Pick up general delivery mail   | <input checked="" type="checkbox"/>     | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>                | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>                | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>                | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| i. Buying stamp-collecting material  |   |                                     |                                     |                          |
| <b>Other Postal Services</b>   |   |                                     |                                     |                          |
| a. Entering permit mailings  | <input type="checkbox"/> YES            | <input type="checkbox"/> NO         |                                     |                          |
| a. Resetting/using postage meter   | <input type="checkbox"/> YES            | <input type="checkbox"/> NO         |                                     |                          |
| <b>Nonpostal Services</b>  |   |                                     |                                     |                          |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES            | <input type="checkbox"/> NO         |                                     |                          |
| b. Using for school bus stop   | <input type="checkbox"/> YES            | <input type="checkbox"/> NO         |                                     |                          |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES            | <input type="checkbox"/> NO         |                                     |                          |
| If yes, please explain:  |   |                                     |                                     |                          |
| d. Using public bulletin board   | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO         |                                     |                          |
| e. Other   | <input type="checkbox"/> YES            | <input type="checkbox"/> NO         |                                     |                          |
| If yes, please explain:  |   |                                     |                                     |                          |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

don't drive

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

Jasper Inn.

## Customer Questionnaire

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ NoName: Mary Ann WinchellAddress: 4713 S 3RD ST. P.O. Box 11Telephone: 812-789-9524Date: 2-28-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

The Velpen community depends ALOT on the Post Office here. It is very convenient for the elderly. A Lot of older people don't drive. Closing of our Postal Service in Velpen would put a lot hardships on this small town. We need our Post Office its the only thing Velpen has for the town people





TRAINING  
REF NO.  
FEB

47590  
22  
113

03/10/2011

MARY ANN WINCHELL

4713 S 3RD ST  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998

## Postal Service Customer Questionnaire

QUEST NO.  
FORM NO.41590  
22  
176

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

| Postal Services  | Daily                                   | Weekly                                 | Monthly                             | Never                               |
|--|---|--|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>                | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/>                | <input checked="" type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>                | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input type="checkbox"/>                | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>                | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| f. Buying money orders   | <input type="checkbox"/>                | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>                | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| h. Sending Express Mail  | <input type="checkbox"/>                | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| i. Buying stamp-collecting material  | <input type="checkbox"/>                | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| <b>Other Postal Services</b>   |   |  |                                     |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |                                     |                                     |
| a. Resetting/using postage meter   | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |                                     |                                     |
| <b>Nonpostal Services</b>  |   |  |                                     |                                     |
| a. Picking up government forms (such as tax forms)   | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |                                     |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |                                     |                                     |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |                                     |                                     |
| If yes, please explain:  |   |  |                                     |                                     |
|  |   |  |                                     |                                     |
| d. Using public bulletin board   | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |                                     |                                     |
| e. Other   | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |                                     |                                     |
| If yes, please explain:  |   |  |                                     |                                     |
|  |   |  |                                     |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Obwell Post Office, Petersburg Post Office,  
Sometimes Winston Post Office, Jasper Post Office!  
Passing to and from our employment.

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section: How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

6. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Melanie & Aaron Clark

Address: 4509 South State Road 257, Velpen Indiana 47590

Telephone: 812-354-2672

Date: 2-28-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



POSTING

DATE

TIME

47590  
22  
718

03/10/2011

MELANIE & AARON CLARK

4509 SOUTH STATE ROAD 257  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Joni Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998

## Postal Service Customer Questionnaire

4-1590  
22  
199

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following.

| Postal Services  | Daily                                   | Weekly                                 | Monthly                             | Never                               |
|--|---|--|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>                | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/>                | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>                | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input type="checkbox"/>                | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>                | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>                | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>                | <input checked="" type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/>            |
| h. Sending Express Mail  | <input type="checkbox"/>                | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| i. Buying stamp-collecting material  | <input type="checkbox"/>                | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <b>Other Postal Services</b>   |   |  |                                     |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |                                     |                                     |
| a. Resetting/using postage meter   | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |                                     |                                     |
| <b>Nonpostal Services</b>  |   |  |                                     |                                     |
| a. Picking up government forms (such as tax forms)   | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |                                     |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |                                     |                                     |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |                                     |                                     |
| If yes, please explain:  |   |  |                                     |                                     |
| d. Using public bulletin board   | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |                                     |                                     |
| e. Other   | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |                                     |                                     |
| If yes, please explain:  |   |  |                                     |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

|  |  |
|--|--|
| <input checked="" type="checkbox"/> Shopping       |  |
| <input checked="" type="checkbox"/> Personal needs |  |
| <input checked="" type="checkbox"/> Banking        |  |
| <input checked="" type="checkbox"/> Employment     |  |
| <input checked="" type="checkbox"/> Social needs   |  |

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

NOT SURE

Name:

Address:

Telephone:

Date:

3-1-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

47590  
22  
780

Mr. & Mrs. Tim W. Hardin  
9304 E County Road 725 S  
Velpen, IN 47590-8951



41590  
28  
181

03/10/2011

MR. & MRS. TIM HARDIN

9304 E COUNTY ROAD 725 S  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Judy Bays  
Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9996

## Postal Service Customer Questionnaire

47590

22  
K2

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

| Postal Services  | Daily                        | Weekly                                 | Monthly                             | Never                               |
|--|------------------------------|--|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <b>Other Postal Services</b>   |                              |  |                                     |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| a. Resetting/using postage meter   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| <b>Nonpostal Services</b>  |                              |  |                                     |                                     |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| If yes, please explain: _____  |                              |  |                                     |                                     |
| d. Using public bulletin board   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| e. Other   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| If yes, please explain: _____  |                              |  |                                     |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: \_\_\_\_\_

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain: \_\_\_\_\_

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

Grocery

☐ Personal needs

Japan in Huntington

☐ Banking

☐ Employment

Market

☐ Social needs



5. Do you currently use local businesses in the community?

☐ Yes ☒ No We are a small community.

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ NoName: Imogene Z. SteffardAddress: 9027 E. Co. Rd. 700 STelephone: (812) 789-6211 (Cell)Date: 2-28-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Our community is made up of elderly people  
it would be hard for us, to move post office



47590  
22  
184

03/10/2011

MS. STAFFORD

9027 E COUNTY ROAD 700 S  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46208-9998

## Postal Service Customer Questionnaire

22  
185

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following.

| Postal Services  | Daily                        | Weekly                                 | Monthly                  | Never                               |
|--|------------------------------|--|--------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| b. Mailing Letters   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <b>Other Postal Services</b>   |                              |  |                          |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| a. Resorting/using postage meter   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| <b>Nonpostal Services</b>  |                              |  |                          |                                     |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| If yes, please explain:  |                              |  |                          |                                     |
| d. Using public bulletin board   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| e. Other:  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| If yes, please explain:  |                              |  |                          |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

If yes, please explain:

Ottwell are all convenient

☒ YES ☐ NO

Jasper, Ireland &

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

POSTAL

SERVICE

11

47590

22

186

Name: Opal Gamm + Brock SermerheimAddress: 598 South State Rd. 257 Uelen, IN 47590Telephone: 812-354-3061Date: 2-28-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



COCKET NO.  
ITEM NO.  
DATE

47590  
28  
187

03/10/2011

OPAL GANN & BROCK SERMERSHEIM

598 SOUTH STATE RD 257  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

for: Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998

22  
188

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

| Postal Services  | Daily                                   | Weekly                                 | Monthly                             | Never                               |
|--|---|--|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>                | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/>                | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>                | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input type="checkbox"/>                | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input checked="" type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input type="checkbox"/>            |
| f. Buying money orders   | <input type="checkbox"/>                | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>                | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| h. Sending Express Mail  | <input type="checkbox"/>                | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>                | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| <b>Other Postal Services</b>   |   |  |                                     |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |                                     |                                     |
| a. Resetting/using postage meter   | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |                                     |                                     |
| <b>Nonpostal Services</b>  |   |  |                                     |                                     |
| a. Picking up government forms (such as tax forms)   | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |                                     |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES            | <input checked="" type="checkbox"/> NO |                                     |                                     |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |                                     |                                     |
| If yes, please explain:  |   |  |                                     |                                     |
|  |   |  |                                     |                                     |
| d. Using public bulletin board   | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO            |                                     |                                     |
| e. Other   | <input type="checkbox"/> YES            | <input type="checkbox"/> NO            |                                     |                                     |
| If yes, please explain:  |   |  |                                     |                                     |
|  |   |  |                                     |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☒ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Phil &amp; Shirley Bush

Address:

575 State Rd. 257 Valparaiso, IN 47590

Telephone:

812-354-2833

Date:

2/28/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



POSTAL  
SERVICE  
E-E

47590  
88  
190

03/10/2011

PHIL & SHIRLEY BUSH

57 S STATE RD 257  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Jes: Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998



## Postal Service Customer Questionnaire

CHECK NO.

1/25/10

475901 of  
22  
191

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

| Postal Services  | Daily                        | Weekly                                 | Monthly                  | Never                               |
|--|------------------------------|--|--------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| b. Mailing Letters   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/> occ.       |
| f. Buying money orders   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input type="checkbox"/> occ.       |
| h. Sending Express Mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <b>Other Postal Services</b>   |                              |  |                          |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| a. Reselling/using postage meter   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| <b>Nonpostal Services</b>  |                              |  |                          |                                     |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| If yes, please explain: _____  |                              |  |                          |                                     |
| d. Using public bulletin board   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| e. Other   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| If yes, please explain: _____  |                              |  |                          |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain: \_\_\_\_\_

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: \_\_\_\_\_

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

|  |                    |
|--|--------------------|
| <input checked="" type="checkbox"/> Shopping       | Jasper, Huntington |
| <input checked="" type="checkbox"/> Personal needs | Jasper, Huntington |
| <input checked="" type="checkbox"/> Banking        | Huntington         |
| <input type="checkbox"/> Employment                |                    |
| <input type="checkbox"/> Social needs              |                    |

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Robert L. King

Address:

8804 E. St. Rd. 64

Vulcan, IL 47590

Telephone:

812-536-2590

Date:

3-1-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Since we live on St. Rd. 64 we have not visited the  
Post Office @ Vulcan often.



POCKET NO.

WEB NO.

41590  
22  
943

03/10/2011

ROBERT KING

8804 E ST RD 64  
VELPEN, IN 47580

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

for: Tangela Bush  
Manager, Post Office Operations  
3839 Vincennes Road  
Indianapolis, IN, 46238-9998

## Postal Service Customer Questionnaire

BOOKET NO.

FSA NO.

11

47590  
29  
794

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

## Postal Services

|  | Daily                               | Weekly                              | Monthly                             | Never                               |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| b. Mailing Letters   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |

## Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Reselling/using postage meter ☐ YES ☐ NO

## Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping☐ Personal needs☐ Banking☐ Employment☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Sam Beadles

Address:

PO Box 14 VERN IN 47590

Telephone:

Date:

3-2-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Keep Office open  
Start At the top + MAKE  
PAY cuts.





47590  
22  
196

03/10/2011

SAM BEADLES

PO BOX 14  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

*for:* Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998



5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ NoName: Stanley J. & Wilma WEHRAddress: 7951 W 50 S, Velpen IN 47590Telephone: 812-482-4431Date: 2-26-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

My only concern is if our mail comes from Ottum,  
will we have to change our address? We actually  
live in ~~the~~ Dubois Co, but our address is Velpen  
Why doesn't the Jasper Post Office service  
the mail for the Dubois Co. residents?





DOCKET NO.

ITEM NO.

1/1/09

41590  
22  
999

03/10/2011

STANLEY &amp; WILMA WEHR

7851 W 50 S  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. If you already have Rural delivery, your delivery should not be impacted.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

For: Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN 46298-9998

## Postal Service Customer Questionnaire

CCKET NO.

41591  
22  
200

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

| Postal Services  | Daily                        | Weekly                                 | Monthly                  | Never                               |
|--|------------------------------|--|--------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| b. Mailing Letters   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <b>Other Postal Services:</b>  |                              |  |                          |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| a. Reselling/using postage meter   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| <b>Nonpostal Services:</b>   |                              |  |                          |                                     |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| If yes, please explain: _____  |                              |  |                          |                                     |
| d. Using public bulletin board   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| e. Other   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| If yes, please explain: _____  |                              |  |                          |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Winslow, Oakland City

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: \_\_\_\_\_

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

|  |       |
|--|-------|
| <input checked="" type="checkbox"/> Shopping       | _____ |
| <input checked="" type="checkbox"/> Personal needs | _____ |
| <input checked="" type="checkbox"/> Banking        | _____ |
| <input checked="" type="checkbox"/> Employment     | _____ |
| <input checked="" type="checkbox"/> Social needs   | _____ |

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Tom Stefanavage

Address:

6869 S. SR 257, Velpen

Telephone:

(812) 536-2572

Date:

3/4/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

# WhitePages

Or search:

- **State Road 257** in Velpen, IN |
- Statewide

## Tom C Stefanavage Is this you? [Edit](#)

H  
6869 S State Road 257  
Velpen, IN 47590-8981

(812) 536-2572

**Age:** 65+

Know me? [Ask me to update my listing](#) 

[Add to Hiya Contacts >>](#)

[Print Mailing Labels >>](#)

[Print Mailing Labels >>](#)



Listing date: Dec. 2010

Name popularity and name meaning for first name [Tom](#) and last name [Stefanavage](#).



POSTNET NO.  
ZIP NO.

47590  
22  
263

03/10/2011

TOM STEFANAVAGE

6869 S STATE ROAD 257  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

for Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998

## Postal Service Customer Questionnaire

 POSTAL ID:  
 TEL NO:  
 DATE:

 Page 1 of 1  
 41590  
 22  
 204

Please check the appropriate box to indicate whether you used the VELFEN Post Office for each of the following.

| Postal Services  | Daily                    | Weekly                   | Monthly                  | Never                               |
|--|--------------------------|--------------------------|--------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| b. Mailing Letters   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

## Other Postal Services:

- a. Entering permit mailings ☐ YES ☒ NO
- a. Reselling/using postage meter ☐ YES ☒ NO

## Nonpostal Services:

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO
- If yes, please explain: \_\_\_\_\_

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO
- If yes, please explain: \_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain: \_\_\_\_\_

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4; if you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: \_\_\_\_\_

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☒ Shopping \_\_\_\_\_
- ☒ Personal needs \_\_\_\_\_
- ☒ Banking \_\_\_\_\_
- ☒ Employment \_\_\_\_\_
- ☒ Social needs \_\_\_\_\_

6. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ NoCOUNT  
TRAINING  
PAGE47590  
22  
205Name: TRACY & KAREN SNOWAddress: 10218 E. C.R. 250 S.Telephone: (812) 698-7500 (812) 631-3317Date: 2-26-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



DATE  
11/22/11

47590  
22  
206

03/10/2011

TRACY & KAREN SNOW

10218 E CR 250 S  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

for: Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998



## Postal Service Customer Questionnaire

JASPER IN  
201475400  
22  
207

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

| Postal Services  | Daily                        | Weekly                                 | Monthly                  | Never                               |
|--|------------------------------|--|--------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| b. Mailing Letters   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <b>Other Postal Services</b>   |                              |  |                          |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| a. Reselling/using postage meter   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| <b>Nonpostal Services</b>  |                              |  |                          |                                     |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES | <input type="checkbox"/> NO            |                          |                                     |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| If yes, please explain _____   |                              |  |                          |                                     |
| d. Using public bulletin board   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| e. Other   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| If yes, please explain _____   |                              |  |                          |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain

WORK TRAVEL 5 DAYS A WEEK

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain \_\_\_\_\_

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

|  |           |
|--|-----------|
| <input checked="" type="checkbox"/> Shopping       | JASPER IN |
| <input checked="" type="checkbox"/> Personal needs | JASPER IN |
| <input type="checkbox"/> Banking                   |           |
| <input checked="" type="checkbox"/> Employment     | JASPER IN |
| <input checked="" type="checkbox"/> Social needs   | JASPER IN |

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Walter McNeil

Address:

8057 EAST CO. RD 300 S VELDEN

Telephone:

789-2148

Date:

2-25-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



POSTAGE  
PAID

47590  
38  
209

03/10/2011

WALTER MCCORD

8057 E COUNTY RD 300 S  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

for: Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998

## Postal Service Customer Questionnaire

41590 Page 1 of 2  
22  
210

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

|  | Daily                        | Weekly                                 | Monthly                             | Never                               |
|--|------------------------------|--|-------------------------------------|-------------------------------------|
| <b>Postal Services</b>   |                              |  |                                     |                                     |
| a. Buying Stamps   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  |                              |  |                                     |                                     |
| <b>Other Postal Services</b>   |                              |  |                                     |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| a. Resetting/using postage meter   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| <b>Nonpostal Services</b>  |                              |  |                                     |                                     |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| If yes, please explain:  |                              |  |                                     |                                     |
| d. Using public bulletin board   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| e. Other   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| If yes, please explain:  |                              |  |                                     |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☒ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Jasper or Evansville
☒ Personal needs Jasper
☐ Banking

☒ Employment Jasper
☒ Social needs Jasper, Huntington, Evansville

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date: \_\_\_\_\_

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

T24 MO

47590  
22  
211

41590  
27  
218

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

|  | Daily                    | Weekly                   | Monthly                  | Never                    |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| <b>Postal Services</b>   |                          |                          |                          |                          |
| a. Buying Stamps   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing Letters   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Other Postal Services</b>   |                          |                          |                          |                          |
| j. Entering permit mailings  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k. Resetting/using postage meter   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Nonpostal Services</b>  |                          |                          |                          |                          |
| l. Picking up government forms (such as tax forms)   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| m. Using for school bus stop   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| n. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If yes, please explain:  |                          |                          |                          |                          |
| d. Using public bulletin board   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Other   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If yes, please explain:  |                          |                          |                          |                          |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

Customer Questionnaire

Page 2 of 2

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date: \_\_\_\_\_

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I just wonder why you need to do this to the people that are proud to work for the USPS and you cut a very valuable place to work a little town instead of cutting from the top of the ~~line~~ line people that don't even deal with the mail.

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

|  | Daily                               | Weekly                      | Monthly                             | Never                    |
|--|-------------------------------------|-----------------------------|-------------------------------------|--------------------------|
| <b>Postal Services</b>   |                                     |                             |                                     |                          |
| a. Buying Stamps   | <input type="checkbox"/>            | <input type="checkbox"/>    | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing Letters   | <input checked="" type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/>            | <input type="checkbox"/>    | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/>            | <input type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>            | <input type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>            | <input type="checkbox"/>    | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>            | <input type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>            | <input type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/> |
| i. Buying stamp-collecting material  |                                     |                             |                                     |                          |
| <b>Other Postal Services</b>   |                                     |                             |                                     |                          |
| a. Entering permit mailings  | <input type="checkbox"/> YES        | <input type="checkbox"/> NO |                                     |                          |
| a. Reselling/using postage meter   | <input type="checkbox"/> YES        | <input type="checkbox"/> NO |                                     |                          |
| <b>Nonpostal Services</b>  |                                     |                             |                                     |                          |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES        | <input type="checkbox"/> NO |                                     |                          |
| b. Using for school bus stop   | <input type="checkbox"/> YES        | <input type="checkbox"/> NO |                                     |                          |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES        | <input type="checkbox"/> NO |                                     |                          |
| If yes, please explain:  |                                     |                             |                                     |                          |
| d. Using public bulletin board   | <input type="checkbox"/> YES        | <input type="checkbox"/> NO |                                     |                          |
| e. Other   | <input type="checkbox"/> YES        | <input type="checkbox"/> NO |                                     |                          |
| If yes, please explain:  |                                     |                             |                                     |                          |

- 2 Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? ☐ YES ☒ NO
- If yes, please explain: \_\_\_\_\_

2. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better      ☐ Just as Good      ☐ No Opinion      ☐ Worse

If yes, please explain: \_\_\_\_\_

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☒ Shopping
- ☒ Personal needs
- ☒ Banking
- ☐ Employment?
- ☐ Social needs



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6. Do you currently use local businesses in the community?

☐ Yes ☒ No

if yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

## Plattree

Address:

Telephone

Date \_\_\_\_\_

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

## Postal Service Customer Questionnaire

 41390  
 22  
 216  
 Page 1 of 1

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

|  | Daily                        | Weekly                                 | Monthly                             | Never                               |
|--|------------------------------|--|-------------------------------------|-------------------------------------|
| <b>Postal Services</b>   |                              |  |                                     |                                     |
| a. Buying Stamps   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <b>Other Postal Services</b>   |                              |  |                                     |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| a. Resetting/using postage meter   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| <b>Nonpostal Services</b>  |                              |  |                                     |                                     |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| c. Assisting senior citizens, persons with disabilities, etc.<br>If yes, please explain:   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| d. Using public bulletin board   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| e. Other<br>If yes, please explain:  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Going to work

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☐ Personal needs

☐ Banking

☒ Employment

☐ Social needs

Jasper, Mo. Eminence, Mo.

Jasper, Mo.

Jasper, Mo.

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

ROCKET NO:

ITEM NO:

PAGE

47590  
38  
217

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date: \_\_\_\_\_

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

FORM NO. 3800-102  
 TEST NO. 102  
 DATE 1/83

 47590  
 27  
 218

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

|  | Daily                        | Weekly                                 | Monthly                             | Never                               |
|--|------------------------------|--|-------------------------------------|-------------------------------------|
| <b>Postal Services</b>   |                              |  |                                     |                                     |
| a. Buying Stamps   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/>     | <input checked="" type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input type="checkbox"/>     | <input checked="" type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/>            |
| e. Pick up general delivery mail   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  |                              |  |                                     |                                     |
| <b>Other Postal Services</b>   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| a. Resetting/postage meter   |                              |  |                                     |                                     |
| <b>Nonpostal Services</b>  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| c. Assisting senior citizens, persons with disabilities, etc.  |                              |  |                                     |                                     |
| if yes, please explain:  |                              |  |                                     |                                     |
| d. Using public bulletin board   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| e. Other   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| if yes, please explain:  |                              |  |                                     |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☐ Social needs

JASPER, OAKLAND City

JASPER, AVON

JASPER, EVANSVILLE

# Customer Questionnaire

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date: \_\_\_\_\_

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

THE post office is the only service  
left in Velpen, No other businesses,  
~~business~~ All have closed down.

## Postal Service Customer Questionnaire

41590  
23  
200

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

| Postal Services  | Daily                        | Weekly                                 | Monthly                             | Never                               |
|--|------------------------------|--|-------------------------------------|-------------------------------------|
| a. Buying Stamps   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| b. Mailing Letters   | <input type="checkbox"/>     | <input checked="" type="checkbox"/>    | <input type="checkbox"/>            | <input type="checkbox"/>            |
| c. Mailing Parcels   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| d. Pick up Post Office box mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>     | <input type="checkbox"/>               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| h. Sending Express Mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <b>Other Postal Services</b>   |                              |  |                                     |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| a. Reselling/using postage meter   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| <b>Nonpostal Services</b>  |                              |  |                                     |                                     |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| If yes, please explain:  |                              |  |                                     |                                     |
| d. Using public bulletin board   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| e. Other   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                                     |                                     |
| If yes, please explain:  |                              |  |                                     |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Different route - pass other post office

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date: \_\_\_\_\_

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

POSTAL

STATION

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41590  
32  
201

## Postal Service Customer Questionnaire

 41590  
 22  
 280

 Page 1 of 1  
 41590  
 22  
 280

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

|  | Daily                        | Weekly                                 | Monthly                  | Never                               |
|--|------------------------------|--|--------------------------|-------------------------------------|
| <b>Postal Services</b>   |                              |  |                          |                                     |
| a. Buying Stamps   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| b. Mailing Letters   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <b>Other Postal Services</b>   |                              |  |                          |                                     |
| a. Entering permit mailings  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| b. Resetting/using postage meter   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| <b>Nonpostal Services</b>  |                              |  |                          |                                     |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| b. Using for school bus stop   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| If yes, please explain:  |                              |  |                          |                                     |
| d. Using public bulletin board   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| e. Other   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| If yes, please explain:  |                              |  |                          |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Ireland

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

I try to do all our business in Japan area



# Customer Questionnaire

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22  
223

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date: \_\_\_\_\_

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

## Postal Service Customer Questionnaire

47590  
22  
224

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

|  | Daily                        | Weekly                              | Monthly                             | Never                    |
|--|------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| <b>Postal Services</b>   |                              |                                     |                                     |                          |
| a. Buying Stamps   | <input type="checkbox"/>     | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing Letters   | <input type="checkbox"/>     | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/>     | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/>     | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>     | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>     | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>     | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>     | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>     | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Other Postal Services</b>   |                              |                                     |                                     |                          |
| a. Entering permit mailings  | <input type="checkbox"/> YES | <input type="checkbox"/> NO         |                                     |                          |
| a. Resetting/using postage meter   | <input type="checkbox"/> YES | <input type="checkbox"/> NO         |                                     |                          |
| <b>Nonpostal Services</b>  |                              |                                     |                                     |                          |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES | <input type="checkbox"/> NO         |                                     |                          |
| b. Using for school bus stop   | <input type="checkbox"/> YES | <input type="checkbox"/> NO         |                                     |                          |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES | <input type="checkbox"/> NO         |                                     |                          |
| If yes, please explain:  |                              |                                     |                                     |                          |
| d. Using public bulletin board   | <input type="checkbox"/> YES | <input type="checkbox"/> NO         |                                     |                          |
| e. Other   | <input type="checkbox"/> YES | <input type="checkbox"/> NO         |                                     |                          |
| If yes, please explain:  |                              |                                     |                                     |                          |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

*Jasper*

*Jasper*

*Atwell & Peterson*

*name*

*Jasper*

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date: \_\_\_\_\_

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

47590  
22  
225

## Postal Service Customer Questionnaire

 OFFICE NO.  
 TIME NO.  
 PHONE

 47590  
 22  
 256

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following:

| Postal Services  | Daily                        | Weekly   | Monthly                  | Never                    |
|--|------------------------------|--|--------------------------|--------------------------|
| a. Buying Stamps   | <input type="checkbox"/>     | <input type="checkbox"/>                       | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing Letters   | <input type="checkbox"/>     | <input checked="" type="checkbox"/> <i>6/1</i> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing Parcels   | <input type="checkbox"/>     | <input type="checkbox"/> <i>Post</i>           | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Pick up Post Office box mail  | <input type="checkbox"/>     | <input type="checkbox"/> <i>Mail</i>           | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Pick up general delivery mail   | <input type="checkbox"/>     | <input type="checkbox"/>                       | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Buying money orders   | <input type="checkbox"/>     | <input type="checkbox"/>                       | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>     | <input type="checkbox"/>                       | <input type="checkbox"/> | <input type="checkbox"/> |
| h. Sending Express Mail  | <input type="checkbox"/>     | <input type="checkbox"/>                       | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Buying stamp-collecting material  | <input type="checkbox"/>     | <input type="checkbox"/>                       | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Other Postal Services</b>   |                              |  |                          |                          |
| a. Entering permit mailings  | <input type="checkbox"/> YES | <input type="checkbox"/> NO                    |                          |                          |
| b. Resetting/using postage meter   | <input type="checkbox"/> YES | <input type="checkbox"/> NO                    |                          |                          |
| <b>Nonpostal Services</b>  |                              |  |                          |                          |
| a. Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES | <input type="checkbox"/> NO                    |                          |                          |
| b. Using for school bus stop   | <input type="checkbox"/> YES | <input type="checkbox"/> NO                    |                          |                          |
| c. Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES | <input type="checkbox"/> NO                    |                          |                          |
| If yes, please explain: _____  |                              |  |                          |                          |
| d. Using public bulletin board   | <input type="checkbox"/> YES | <input type="checkbox"/> NO                    |                          |                          |
| e. Other   | <input type="checkbox"/> YES | <input type="checkbox"/> NO                    |                          |                          |
| If yes, please explain: _____  |                              |  |                          |                          |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain: \_\_\_\_\_

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section: How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain: \_\_\_\_\_

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

Huntingburg + Jasper

" "

" "

Huntingburg + Jasper

Retired

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date: \_\_\_\_\_

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

## Postal Service Customer Questionnaire

POCKET NO. \_\_\_\_\_

ITEM NO.

PAGE

47590

26

524

1. Please check the appropriate box to indicate whether you used the VELPEN Post Office for each of the following

| Postal Services   |   | Daily                        | Weekly                                 | Monthly                  | Never                               |
|---|---|------------------------------|--|--------------------------|-------------------------------------|
| a.  | Buying Stamps   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| b.  | Mailing Letters   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| c.  | Mailing Parcels   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| d.  | Pick up Post Office box mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| e.  | Pick up general delivery mail   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| f.  | Buying money orders   | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g.  | Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| h.  | Sending Express Mail  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i.  | Buying stamp-collecting material  | <input type="checkbox"/>     | <input type="checkbox"/>               | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <div style="text-align: center;"> <b>RECEIVED</b><br/> <b>MAR 21 2011</b><br/> <i>Operations Programs</i><br/> <i>Greater Indiana District</i> </div> |   |                              |  |                          |                                     |
| Other Postal Services   |   |                              |  |                          |                                     |
| a.  | Entering permit mailings  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| a.  | Resetting/using postage meter   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| Nonpostal Services  |   |                              |  |                          |                                     |
| a.  | Picking up government forms (such as tax forms)   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| b.  | Using for school bus stop   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| c.  | Assisting senior citizens, persons with disabilities, etc.  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| If yes, please explain:   |   |                              |  |                          |                                     |
| d.  | Using public bulletin board   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| e.  | Other   | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |                          |                                     |
| If yes, please explain:   |   |                              |  |                          |                                     |

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES    ☐ NO

If yes, please explain:

Other Post office & Sanger Post office

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

Just as Good

☐ No Opinions☐ Worms

If you, please explain

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

 Shopping

Personal needs

**Harding**

**Employment**

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

PROJECT NO.

ITEM NO.

PAGE

47590

20

309

Name:

Destin Traylor

Address:

4328 South Third Street Velpen IN 47590

Telephone:

812-354-2781

Date:

2/26/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



ITEM NO.  
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22  
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04/07/2011

DUSTIN TRAYLOR

4568 S THIRD ST.  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the VELPEN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the VELPEN Post Office should be pursued, a formal proposal will be posted in the VELPEN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 670-8594.

Sincerely,

Tangela Bush  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998



## Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the VELPEN Post Office on 03/24/2011. Additionally, during the survey period, questionnaires were available at the VELPEN Post Office to walk-in retail customers.

### 1. Number of Questionnaires

|                                  |     |
|----------------------------------|-----|
| Total questionnaires distributed | 220 |
| Favorable to proposal            | 14  |
| Unfavorable to proposal          | 8   |
| Expressing no opinion            | 54  |
| Total questionnaires received    | 77  |

### Postal Concerns

The following postal concerns were expressed:

1. Concern (Favorable):  
Customers felt the route should emanate from Huntington because that office is closer.  
Response:  
You expressed a question about where the route should emanate from. The delivery route has and will be carefully reviewed to ensure that the most cost-efficient service is provided. Your mail may continue to come from Huntington. It is likely only the customers without delivery will be impacted.
2. Concern (Favorable):  
Customers were concerned about a change of address.  
Response:  
You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.
3. Concern (Favorable):  
Customers were concerned about a change of address.  
Response:  
You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. This change should have no impact on your address.
4. Concern (Favorable):  
Customers were concerned about senior citizens.  
Response:  
You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to . Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
6. Concern (Favorable):  
No Concern  
Response:
6. Concern (No Opinion):  
Customers felt the route should emanate from Jasper Post Office because that office is closer.  
Response:  
You expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Jasper is closer for some customers, Jasper is not closer for others.
7. Concern (No Opinion):  
Customers were concerned about a change of address.  
Response:  
You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address may continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.
8. Concern (No Opinion):  
Customers were concerned about a change of address.  
Response:  
You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.
8. Concern (No Opinion):  
Customers were concerned about a change of address.  
Response:  
You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. If you already have Rural delivery, your delivery should not be impacted.
10. Concern (No Opinion):  
Customers were concerned about obtaining accountable mail and large parcels.  
Response:  
You expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be

left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

11. Concern (No Opinion):  
Customers were concerned about senior citizens

**Response:**

You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

12. Concern (No Opinion):  
No Concern

**Response:**

13. Concern (Unfavorable):  
Customer concerned about lease on the building and improvements.

**Response:**

Facilities will work with the landlord on the lease and then the building will go back to the landlord. Improvements are budgeted several years in advance. This study was initiated after the improvements were approved.

14. Concern (Unfavorable):  
Customers asked why their post office was being discontinued while others were retained

**Response:**

Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

15. Concern (Unfavorable):  
Customers expressed concern for loss of community identity

**Response:**

You expressed a concern about the loss of the Community's identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

16. Concern (Unfavorable):  
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

**Response:**

You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

17. Concern (Unfavorable):  
Customers were concerned about having to travel to another post office for service

**Response:**

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

18. Concern (Unfavorable):  
Customers were concerned about senior citizens

**Response:**

You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

19. Concern (Unfavorable):  
Customers were concerned about the changing the hours of operation at the post office

**Response:**

You expressed a concern about the hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis was conducted in and determined the hours of service per week. The Administrative office will provide at least the same number of window service hours as the post office.

20. Concern (Unfavorable):  
No Concern

**Response:**

**Nonpostal Concerns**

The following nonpostal concerns were expressed:

# Community Meeting Roster

Postal Service Representative (Names and Titles):

Date: 03/17/2011  
Time: 2pm

Jordan Bay - CSA  
Shirley Schumacher - AMS  
Tamela Bush - AMS  
Hurlock - Special - District 10

Total Number of Customers Present: 51

Place: Velpen General Baptist Church, 4522 S. State Rd. 257, Velpen, IN 47590

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

| Name                | Mailing Address (optional)     | Zip Code       | Phone Number |
|---------------------|--------------------------------|----------------|--------------|
| Marjorie Hamilton   | 10101 S. RICHMOND              | Velpen 47590   | 536-3350     |
| Shirley Satterfield | 10237 E. Div Rd Velpen         | 47590          | 766-9095     |
| Ron B. Blos         | Box 14                         | Velpen 47590   | 354-2318     |
| Marilyn Blos        | P.O. Box 14                    | Velpen 47590   | 354-7218     |
| Bob Myrsky          | P.O. Box 78                    | Velpen         | 354-4937     |
| K. A. Bessler       | P.O. Box 1                     | VELPEN         | 430-3770     |
| Sharon Bink         | 8502 E. Le RD 175 <sup>3</sup> | Velpen         | 354-4832     |
| Betty Lee           | 5054 S. RICH                   | Velpen         | 354-2337     |
| Rosetta Haskins     | 4534 S. RICH                   | Velpen, Box 70 |              |
| Paul Satterfield    | 4534 S. RICH                   | Velpen, Box 78 |              |
| Frank Sterling      | 505 S. ST. RD. 257             | Velpen, 2nd.   | 354-8675     |
| Denise Sterling     | "                              | "              | "            |
| Walter Pate         | Box 42                         | Velpen         | 354-3376     |
| Tammy Anderson      | Box 70                         | Velpen         | 354-3306     |
| Darryl Taylor       | P.O. Box 16                    | Velpen         | 354-2830     |
| John Satterfield    | 10237 E. Div Rd                | Velpen         | 354-3381     |
| Roger Taylor        | 8360 W. ROCK EAST              | Bloomington    | 812-825-8435 |
| Rick Carlisle       | 1777 S. S. RD. 775 E           | Velpen         | 812-536-4222 |
| Ed Meyer            | Bloomington 128 N 1000 E       | Celestine IN   |              |

# Community Meeting Roster

Postal Service Representative (Names and Titles):

Date: 03/17/2011  
Time: 2pm

Total Number of Customers Present:

Velpen General Baptist Church, 4522 S.State  
Place: Rd. 257, Velpen, IN 47590

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

| Name              | Mailing Address (optional)         | Zip Code                         | Phone Number                 |
|-------------------|------------------------------------|----------------------------------|------------------------------|
| Pamela Cole       | 7528 S. 57<br>Rd 257               | 47590                            |                              |
| Keith Butler      | 4405 800 W Velpen                  | 47590                            |                              |
| Chad Butler       | P.O. Box 59 Velpen                 | 47590                            |                              |
| Lila Wininger     | 8915 E. Rd 1755                    | 47590                            |                              |
| Frankie Buchanan  | 8915 E. Rd 1755                    | 47590                            | 854-2200                     |
| Ed May            | Petersburg IN<br>5614 E. S.R. 356  | 47567                            |                              |
| Katie Vaughan     | 5014 S. State Rd 257<br>Velpen, IN | 47590                            | 812-766-9880                 |
| Linda Vaughan     | 5014 S. State Rd 257<br>Velpen, IN | 47590                            | 812-766-9849                 |
| Angie Robling     |                                    | 47560                            |                              |
| Larry Pfann       | 9483 E. STR 056                    | 47564                            |                              |
| Lois L Pfann      | 070211, EN                         | 47564                            |                              |
| Lana Fieth        | 4587 4th St Velpen, IN             | 47590                            | 812-789-9524                 |
| Mary Ann Winchell | 4713 3rd St. Velpen                | 47590                            | 812-630-2844                 |
| Darlyn Bodak      | Box #6                             | 47590                            | 812-582-2493                 |
| Max Carlisle      | 7831 E. 57 Rd 44                   | 47590                            | 812-536-2034                 |
| David J. Klipsch  | 1792 E 100S<br>Wheatland           | 47598<br>Local 1792<br>President | 812-354-7475<br>812-890-2779 |
| Kasey Husk        | Herold News                        | Graper                           |                              |
| Andrea Preston    | Pross Dispatch                     | News paper                       |                              |

## Community Meeting Roster

Postal Service Representative (Names and Titles):

Date: 03/17/2011

Time: 2pm

Total Number of Customers Present: \_\_\_\_\_

Velpen General Baptist Church, 4522 S. State  
Place: Rd. 257, Velpen, IN 47590

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

| Name           | Mailing Address (optional)   | Zip Code | Phone Number |
|----------------|------------------------------|----------|--------------|
| Dale Beardsley | 1785 S. Rd 700               | 47590    | 354-1391     |
| Ruby Stephens  | Wm. Wm.                      |          |              |
| Steve Blount   | Velpen                       | 47590    | 354-8703     |
| Roberta Blount | Velpen                       |          |              |
| Karen Brown    | Velpen                       | 47590    | 354-2602     |
| Jerry Blount   | Velpen                       | 47590    | 766-0638     |
| Angie Puello   | Dale                         | 47537    | 549-6472     |
| Shirley Suggs  | Ohio                         | 47564    | 354-2160     |
| Don Dick       | 4882 S. St Rd 257            | 47590    | 354-6420     |
| Brenda Masters | P.O. Box 33 Velpen           | 47590    | 354-2284     |
| Shanna Hallett | P.O. Box 28 Velpen           | 47590    | 317-460-3907 |
| Martha Rialley | 4175 S. St. Rd 257           | 47590    | 812-354-2220 |
| Rachel Clark   | 2085 S. SR 257, Velpen       | 47590    | 812-766-3892 |
| BANDY CLARK    | I                            | 47590    | 812-766-3892 |
| Joe Masters    | P.O. Box 33 Velpen           | 47590    | 812-354-2284 |
| TIM HARDIN     | 9304 E. CO RD 1355<br>VELPEN | 47590    | 812-536-2999 |
| DAVE BODAK     | Box 36 Velpen                | 47590    | 812-582-2493 |
| Dawn Camp      | 4271 S. St Rd 257            | 47590    | 812-354-2215 |
| Judy Camp      | 4271 S. St Rd 257            | 47590    | 812-354-2215 |



④

US Postal Service Spokesman Gus Ruiz says  
You are looking at finances & revenue - why?  
It is known that you cannot shut a  
post office down for revenue reasons unless  
Congress gives their approval & further  
more 26,000 out of the 32,000 do not make  
revenue, why is this a problem now?

⑤

You have several offices that have been  
suspended & never officially closed that  
you have continued to pay for for decades  
Why haven't these been closed? This could  
have been a cost saving

⑥

Why do you have postal employees that are  
80-90 years old still on payroll in a  
disability status that should be on  
retirement status? - This needs to be done  
first before you start closing offices

⑦

There are two areas of the Postal Service that  
is not showing net work force reductions  
They are Headquarters & Area Operations offices  
Your total heads are up 3% in both? How do you  
justify cutting rural carriers, PMRS, OIC's &  
Postmasters when the two main areas continue  
to line their pockets?

④

US Postal Service spokesman Gus Ruiz says you are looking at finances & revenue - why? It is known that you cannot shut a post office down for revenue reasons unless Congress gives their approval & further more 26,000 out of the 32,000 do not make revenue, why is this a problem now?

⑤

You have several offices that have been suspended & never officially closed that you have continued to pay on for decades why haven't these been closed? This could have been a cost saving

⑥

Why do you have postal employees that are 80-90 years old still on payroll in a disability status that should be on retirement status? - This needs to be done first before you start closing offices

⑦

There are two areas of the Postal Service that is not showing net workforce reductions They are Headquarters & Area Operations offices You total heads are up 3% in both? How do you justify cutting rural carriers, PM's, OIC's & Postmasters when the two main areas continue to line their pockets?

①

Post offices can only be closed for specific reasons, For example Maintenance problems unsafe conditions, expired lease, or a postmaster's retirement, this is not the case in our office, our last postmaster did not retire, he took a postmaster position somewhere else & you did not fill this position at the Velpen Post Office - So why are we on the Closing list?

SECRET NO.

47590

ITEM NO.

24

PAGE

A

②

Postmaster General Pat Donahue says he is targeting 2,000 postal stations & branches that don't employ letter carriers - Our Post Office has a letter carrier - Is this why you are trying to take our route out of our office ~~and~~ so you can close the doors?

③

When you start shutting down offices won't this cause unemployment to get worse - because if you keep continuing to close offices that have Non-Career employees in them won't you have to pay unemployment for these people?



## Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

### Postal Concerns

1. Concern (No Opinion):  
Customers questioned the economic savings of the proposed discontinuance  
Response:  
You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
2. Concern (No Opinion):  
Customer expressed a concern about their 911 address  
Response:  
You expressed a concern about your 911 address. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.
3. Concern (No Opinion):  
Customers questioned if we had a address for to write their congressman.  
Response:  
We do not have that information, but it is readily available and the proposal will be available with information for your review.
4. Concern (No Opinion):  
Customers asked why their post office was being discontinued while others were retained and why some offices have been suspended for years and not officially closed.  
Response:  
You asked why the Velpen post office was being studied while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. HQ makes the final decision on the official closing. Sometimes it is lease or other issues that slow the process down.
5. Concern (No Opinion):  
Customer expressed a concern about package delivery and pickup  
Response:  
You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport.
6. Concern (No Opinion):  
Customers were concerned about mailing military packages and how do they mail and weigh them  
Response:  
Explained how they can use USPS.com to get many of their custom forms etc. They can also request priority packages to be sent to their home. Flat rate box would be a good option.
7. Concern (No Opinion):  
Customers were concerned about linking their PO box mail to Otwell because of two different zip codes.  
Response:  
It was explained that the PO Box can be linked to their new address for 12 months.
8. Concern (No Opinion):  
Customers wanted to know if they get a CBU if they could have a cover or awning  
Response:  
We have seen them in many different locations and ways. This will depend on where they are located.
9. Concern (No Opinion):  
Customers expressed concern about having to erect a rural mailbox  
Response:  
You expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office. If Rural delivery is determined, the post office will install rural mailboxes and then it would be up to the customer to maintain them.
10. Concern (No Opinion):  
Customers concerned about how they will get their mail  
Response:  
It was explained that we were there for thier input and the information will be analyzed to determine if they will get rural

route delivery of CBU's.

11. Concern (No Opinion):

Customers were concerned about later delivery of mail at Otwell PO Boxes

Response:

Every office has a required PO box delivery time. It is usually at 9 or 10 am. So it should be the same.

12. Concern (No Opinion):

Customers wanted to know how many other offices are being considered

Response:

Nationwide, our PM Pat Donahoe has requested we look at 2,000. However in our district there are currently 8-10 under study.

13. Concern (No Opinion):

Customers were concerned about a change of address

Response:

You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

14. Concern (No Opinion):

Customers wanted to know if they could save their post office if more boxes were rented.

Response:

It was explained that there are many variables that go into the study and just the PO boxes would probably not change the evaluation significantly.

15. Concern (No Opinion):

Customer wanted to know how Velpen ranks in sales compared to other offices

Response:

That information is not available. We are looking at a decline in mail volumes and don't see it coming back.

16. Concern (No Opinion):

Customers wanted to know if Tona (OIC @ Velpen) will need to work at Otwell due to increased workload

Response:

That has not been determined at this time.

17. Concern (No Opinion):

Customers questioned why we have not went to 5 day delivery.

Response:

We explained that has to be passed by congress and is still at the congress level.

18. Concern (No Opinion):

Customers asked why Ireland post office was not open

Response:

The POOM stated it was open all day with the exception of lunch from 1-2 pm.

19. Concern (No Opinion):

Customers asked if the Velpen post office closes where would the money go.

Response:

It will be a savings.

20. Concern (No Opinion):

Customers wanted to know where Velpen post office was ranked

Response:

It was advised that we do not use a ranking system.

21. Concern (No Opinion):

Customers wanted to know how many boxes were available for rent at Velpen

Response:

The OIC stated there are about 66 available.

22. Concern (UnFavorable):

Customers wanted to make part of the file that Velpen does not have internet services.

Response:

It will be noted in the file.

23. Concern (UnFavorable):

Customers wanted to know about how Velpen ranked with Otwell

Response:

Otwell has 510 deliveries and Velpen has 281 deliveries.

24. Concern (UnFavorable):

Customer concerned about the time of the meeting.

Response:

The postal service can not pick a time that is convenient for everybody. That is why the notifications go out in advance to allow scheduling. There are questionnaires enclosed for those that can not attend the meeting.

25. Concern (UnFavorable):

Customers wanted to know other ways the postal service is cutting cost and if employees get bonuses and pay raises.

Response:

POOM advised she does not get any bonuses and that we do not set salaries we have nothing to do with that. The post office is looking at many cost saving initiatives, including moving routes to minimize cost, energy saving vehicles, energy reducing programs, recycling and cutting jobs.

Concern (UnFavorable):

26. Customers felt that there was not enough information presented and questioned why we do not have the meeting after HQ makes it's decision.

Response:

It was explained we were there to get community input, answer questions that pertain to the Velpen post office and report our findings in the official file. After HQ makes a decision, there would not be much need to hold a meeting.

27. Concern (UnFavorable):

Customers questioned why we still have 80-90 year old people working, why don't we get rid of them.

Response:

We do not force retirement, if the employee is performing their required duties, they may choose to keep their job.

28. Concern (UnFavorable):

Customers asked if we would be required to pay unemployment to the current OIC.

Response:

POOM explained that there are openings for PMR's all across the district and it was up to her and her ambition if she would like to take another assignment.

29. Concern (UnFavorable):

Customers asked when the file would be available for review.

Response:

It should be available at the Velpen post office in the next 6-8 weeks and will be available for 60 days.

30. Concern (UnFavorable):

Customers expressed concern that postal employees at the admin office Post Office are rude

Response:

You expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.

31. Concern (UnFavorable):

Customers concerned about Velpen and Stendal post office getting new parking lots/repairs. We should be saving the money.

Response:

We will look into and advise facilities of the new studies. Money is allocated for projects a year or two in advance sometimes. The money would have been allocated before we initiated the studies.

32. Concern (UnFavorable):

Customers were concerned about having to travel to another post office for service

Response:

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox, Stamps by Mail and Money Order Application forms are available for customer convenience.

33. Concern (UnFavorable):

Customers expressed concern about misdelivered mail

Response:

You expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action. The rural carrier that delivers in Velpen will continue to service them along with the newly added deliveries.

34. Concern (UnFavorable):

Customers wanted to express that they really want to keep the post office open.

Response:

We understand that change is uncomfortable and can't tell them if it will close or not at this point. We can take down your concerns and make sure it is put in the official file.

Concern (UnFavorable):

35. Post offices can only be closed for specific reasons, for example maintenance problems, unsafe conditions, expired lease or a postmaster's retirement. This is not the case in our office, our last postmaster did not retire, he took a postmaster position somewhere else & you did not fill this position at the Veipen post office-so why are we on the closing list?

Response:

We do have to follow specific guidelines when we study an office. The reasons listed above refer to criteria for the ER suspension of post offices. The reason we are looking at Veipen is because of the reduced work load and declining mail volumes. USPS looks at the effects of a proposed discontinuance on the community served, the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.

Concern (Unfavorable):

36. Postmaster General Pat Donahoe says he targeting 2,000 postal stations & branches that don't employ letter carrier- is this why you are trying to take our route out of the office so you can close the doors?

Response:

We are not trying to move your carrier, but if the office closes he will have to work out of another office.

Concern (Unfavorable):

37. When you start shutting down offices won't this cause unemployment to get worse- because if you keep continuing to close offices that have non-career employees in them won't you have to pay unemployment for these people?

Response:

There are positions available, so it is up to the non-career employee if they would like to accept another assignment. DOL has guidelines and I am sure anybody can apply for them, but we do not know the specifics.

Concern (Unfavorable):

38. US Postal Service spokesman Gus Ruiz says you are looking at finances & revenue-why? It is known that you cannot shut a post office down for revenue reasons unless congress gives their approval & further more 26,000 out of 32,000 do not make revenue, why is this a problem now?

Response:

We are governed by congress. We are looking at mail volume declining. The post office is looking at making changes in every part of the organization. We have to make changes now to continue to reach out and serve every customer across the country on a daily basis. This is for the longevity of the postal service. Again, USPS looks at the effects of a proposed discontinuance on the community served, the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community; and economic savings; and other data like business activity.

Concern (Unfavorable):

39. There are two areas of the Postal Service that is not showing net workforce reductions. They are headquarters and area operation offices. Your total hours are up 3% in both? How do you justify cutting rural carriers, PMR's and OIC's and postmasters when the two main areas continue to line their pockets.

Response:

We can not answer for Area and HQ, but what we can tell you is that the postal service has cut thousands of jobs in management over the last several years. We are getting ready to go through another re-organization at the end of this month that will target cutting 7,500 jobs in HQ, Area and district offices across the country.

Concern (Unfavorable):

40. Customers were concerned about the limited hours of operation at the post office

Response:

You expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The workload analysis indicates the level of the office and how many hours of service it qualifies for per week. The Otwell post office will provide at least the same number of window service hours as the post office.

#### Nonpostal Concerns

Was there a Petition Received for the consolidation of VELPEN?

Yes

If Yes, How many signatures?

642

If Yes, date received?

03/17/201

POST

Volper Post Office

March 1977

2011

1. Louise J. Hastings
2. DARRELL B. HASTINGS
3. Elizabeth Hastings
4. Lorinda Ruesenbeck
5. Stan Ruesenbeck
6. Kevin Ruesenbeck
7. Norma Ruesenbeck
8. Adam Ruesenbeck
9. Kyrnit J. Harlan
10. Lela Taylor
11. Swenson
12. Abby Vaughn
13. Ditcher-Tennings
14. Samuel Lee
15. Callie Coleman
16. Cleatha Hartley
17. Kathy Hartley
18. Kyle Hartley
19. Kennel Hartley
20. Kahab Hartley
21. JJ Hartley
22. Sabrina Hartley
23. April Hartley
24. Donatta Pfeiffer
25. Donald C Carter
26. Dorian C Carter
27. Jeff Wilson
28. Ron Carter
29. TK Carter
30. Brenda Wilson
31. Jay Lee
32. Bill Lee
33. Bill Lee
34. Ruth Sany
35. Ronald E Young

36. Ronald E Young
37. Traci Fodder
38. Doug Young
39. Jeff Young
40. Dr. Delra Schaffer
41. Dr. Pamela Buss
42. Mark A. Schmitt
43. Benjamin Mender
44. Martine R. Mender
45. Rick Shepard
46. Julie Shepard
47. Gary Shepard
48. Jay Shepard
49. Mark Shepard
50. Roger Chambers
51. Jeff Chambers
52. Debbie Chambers
53. Angie Chambers
54. Melissa Norrick
55. Mike Davis
56. Wanda Lee
57. Guy W. Little
58. Robert Little
59. Calvin W. Wenger
60. Christy Wineinger
61. Aaron Standley
62. Allan Birk
63. Simon Birk
64. Marion E. Horn
65. Tina Birk
66. Justin Birk
67. Dickas
68. Jessica Dickas
69. Steve Dickas
70. Lila Wineinger

Please bring your name if you are in  
 favor of our Volper Post Office to remain open  
 in the future.



47590  
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2

# Valpen Post Office

1. Matt Miller  
2. Shanique Satrifield  
3. Tyler Dillon  
4. Alexandria Stone  
5. Brandon Beck  
6. Janna Chapman  
7. Wilfred D. Huggins  
8. Ashley Hill  
9. Triston Yates  
10. Jake Burkhardt  
11. Wade Gladish  
12. Emma Didovich  
13. Cynthia Richards  
14. Bruce Underdicks  
15. Brock Powers  
16. Dyllan Robling #14  
17. Shawnall  
18. Janna Taylor  
19. Brittany Underhill  
20. Danielle Willis  
21. Jada Bruce  
22. Wade Yates  
23. Dale Newbury  
24. Donna J. Willis  
25. Taylor Rose  
26. Taylor Furman  
27. Jada Hill  
28. Chelsey Miller  
29. Stacey Whitehead  
30. Missy Willis  
31. Kaitlin Green  
32. Kaitlin Green  
33. Kaitlin Green  
34. Brooke Riddle  
35. Livi's Love

36. Dennis Dorsey  
37. Todd Dorsey  
38. Myle Dorsey  
39. Renee Jones  
40. Jordan Simpson  
41. Carson Fowler  
42. Jessica D'Esposito  
43. Jonest Manning  
44. Elena McCammon  
45. Fredericka McCammon  
46. Taylor Wornica  
47. Julie Manning  
48. Julie Manning  
49. Crystal McCammon  
50. Kimberly McCammon  
51. Billy Manning  
52. Billy Manning  
53. Dalton Richardson  
54. Janna Malloy  
55. Janna Malloy  
56. Janna Malloy  
57. Allen Clements  
58. Janna Malloy  
59. Janna Malloy  
60. Dalene Burkhardt  
61. Tamara McCammon  
62. Joe Burkhardt  
63. Emily Schlomer  
64. Donna + Darrell Frederick  
65. Cody Shubert  
66. Cody Shubert  
67. Dyllan Robling  
68. Dyllan Robling  
69. Amberly Shubert  
70. Pep Young

March 17  
2-4 PM

Please Sign your name if you are in favor of our Valpen Post Office to remain open  
March 17 2-4 PM

47590  
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- Volpen Post Office
1. Brian Stieneker
  2. Phyllis Abel
  3. David Abel
  4. Wesley Brown
  5. RONNIE BROWN
  6. YUPRONE BROWN
  7. Jody CLEMENTS
  8. HUNTER BROWN
  9. Earl Woodruff
  10. Andrea Krugg
  11. Mike Krieg
  12. Adam Krieg
  13. BLAKE CLEMENTS
  14. LUCAS CLEMENTS
  15. CRISTLE FLETCHER
  16. Dana Willy
  17. Marion Willy
  18. Rene Wyatt
  19. Josh Wyatt
  20. Chaeen Starnes
  21. Alma Hatfield
  22. Angela Wilson
  23. Don Wilson
  24. Summer Smith
  25. Nathan Mathis
  26. Racanna Harris
  27. Lowell Harris
  28. Ruth Kaye
  29. Mike Miller
  30. Kathy Miller
  31. David Miller
  32. David Camp
  33. Judy Camp
  34. Tony Camp
  35. Mike Camp

36. Emma Camp
37. Eric Evans
38. Tracy Evans
39. Jeb Evans
40. Taylors Evans
41. Big Smith
42. Martha Bishop
43. Addie Boyd (Volpen Trucking)
44. Valerie Nolan
45. Keith Nolan
46. Josh Nolan
47. Nicki Troutman
48. Maria Troutman
49. Haven Zach Brook
50. Ruegan Troutman
51. Ryker Troutman
52. P. Kelly Bush
53. Spunky Bush
54. Jeff Bush
55. Eric Bush
56. Gilman Dudenbueffer
57. John Dudenbueffer
58. Emma Dudenbueffer
59. Jan Dudenbueffer
60. Kendall Dudenbueffer
61. Helen Dudenbueffer
62. Jacob Dudenbueffer
63. Charlotte Dudenbueffer
64. Bob Dudenbueffer
65. Bob Dudenbueffer
66. Rosetta Riley
67. Paul Robinson
68. Kathy Riley
69. David Robinson
70. Tim Lee

March 11  
2011

Please send your name if you are in  
favor of our Volpen Post Office to ~~Volpen Post Office~~  
Bureau of the Post Office



47590  
27  
4

- (Volpen, Post Office)
1. Rich Bush
  2. Stacy Bush
  3. Richard Lewis
  4. Samuel Lewis
  5. Mike E. Hager
  6. Amber Blenheim
  7. Lawrence H. Stafford
  8. Lucy Stafford
  9. Samantha Hager
  10. TIMMY HARDIN
  11. MARGARET HARDIN
  12. Bernice Hager
  13. Paul Hager
  14. Jack Hager
  15. Heather Hager
  16. Ralph Hager
  17. Shirley Hager
  18. Harold Hager
  19. Nancy Hager
  20. Norma Hager
  21. Katherine Startin
  22. Rogan Parrott
  23. Bethel Cook
  24. Sharon Kendall
  25. Tom Kendall
  26. Vonda Kane
  27. Jordan Hager
  28. Elisav Kang
  29. Danell Hager
  30. Patty Kendall
  31. Terry Kendall
  32. Kim Kendall
  33. Dakota Kendall
  34. Devin Kendall
  35. Reyler Kendall
  36. Alvin Kendall
  37. Christine Dett
  38. Sharon Parks
  39. Drew Speakman
  40. Jade Kammann
  41. Brayleigh Parks
  42. Dylan Parks
  43. Kayden Parks
  44. Rose Schoppenhorst
  45. Tyler Schoppenhorst
  46. Laylon Schoppenhorst
  47. Jul Schoppenhorst
  48. Frank Schoppenhorst
  49. Randy Schoppenhorst
  50. Shirley Bush
  51. Keith Falk
  52. Margie Falk
  53. David Falk
  54. Angela Falk
  55. Rosalee Edwards
  56. Cathy Edwards
  57. Kelma Edwards
  58. Orville Edwards
  59. Rachel Edwards
  60. Calton Edwards
  61. Betsy Edwards
  62. Tom Edwards
  63. Bill Fulkerson
  64. Dotty Fulkerson
  65. Conner McKean
  66. Nick McKean
  67. Suzette Bolan
  68. Diggs Bolan
  69. Nora Stieneker
  70. Breg Stieneker

March 17  
2011

Please sign your name if you are in favor of our Volpen Post office to remain open

DATE: 1 2 to 4 March 17

47540  
87  
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Velpen Post Office

1 Lois K. Speedy  
2 Elizabeth Brooking  
3 Jerry Speedy  
4 Donna Ball  
5 Steven Ball  
6 Pam Greenbaum  
7 Dawn Bzofky  
8 Ohio Catering  
9 CD Barber  
10  
11 Kurt R. Coder  
12 Jeff Lennertach  
13 Dave Vogel  
14 Donna L. Kray  
15  
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March 11  
2011

Please Sign Your Name if you are in  
favor of our Velpen Post Office to remain open  
Meeting at Velpen Baptist Church - March 17 2-4 PM

47590

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6

(Velpen Post Office)

March 11  
2011

|    |                     |    |  |
|----|---------------------|----|--|
| 1  | Kindra Wolfe        | 36 |  |
| 2  | Ethan Wolfe         | 37 |  |
| 3  | Chance Wolfe        | 38 |  |
| 4  | Gage Wolfe          | 39 |  |
| 5  | Emily Christmas     | 40 |  |
| 6  | Wyatt Wolfe         | 41 |  |
| 7  | Darrian Christmas   | 42 |  |
| 8  | Lillian Christmas   | 43 |  |
| 9  | Christine Christmas | 44 |  |
| 10 | Michael Christmas   | 45 |  |
| 11 | Dorothy Thomas      | 46 |  |
| 12 | Darlene M. Muen     | 47 |  |
| 13 | Glenn Kipke         | 48 |  |
| 14 | James L. Kipke      | 49 |  |
| 15 | Jim Brown           | 50 |  |
| 16 | Brenda Brown        | 51 |  |
| 17 |                     | 52 |  |
| 18 | Holly Williams      | 53 |  |
| 19 |                     | 54 |  |
| 20 | Frank Sterling      | 55 |  |
| 21 | Claudette Hoverson  | 56 |  |
| 22 | Tiffany Stephenson  | 57 |  |
| 23 | Rhonda Collins      | 58 |  |
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| 34 |                     | 69 |  |
| 35 |                     | 70 |  |

Please Sign your name if you are in  
 favor of our Velpen Post Office to remain open  
 Meeting at Velpen Baptist Church - March 17 2-4 PM

1. Melanie Clark (Volpen Post Office)

2. Ann Clark
3. George Wolfe
4. Albert Wolfe
5. Dora Wolfe
6. Powell Davis
7. Ken Myers
8. ~~Jim Jones~~
9. Amber Miley
10. John Hellman
11. Donna Hellman
12. Ken Fisk
13. Julie Capehart
14. James Capehart
15. ~~Delores Russell~~
16. ~~Tommy Muffertinger~~
17. ~~Delores P. Adams~~
18. ~~Lesley Ford~~
19. ~~Denise Ford~~
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March 87  
2011

Please show your name if you are in  
front of our Volpen Post Office to ~~admission~~  
Part 1 of 12 to 47590

Volpen Post Office

Rest

M. L. H. 11

1. ~~Chuck Robertson~~

2. ~~Walter J. Harris~~

3. ~~Roger Burk~~

4. ~~Malina A. Borley~~

5. ~~Dwight W. Galt~~

6. ~~Keith Lomon~~

7. ~~Don't leg Lomon~~

8. ~~Harold Hulman~~

9. ~~George Hunt~~

10. ~~Ray H. Hens~~

11. ~~William H. Hens~~

12. ~~Cody Ahrens~~

13. ~~M. J. Hens~~

14. ~~Ashley Smith~~

15. ~~Travis Velt~~

16. ~~Travis Velt~~

17. ~~Travis Velt~~

18. ~~Shawntel Tingle~~

19. ~~Lowell Phillips~~

20. ~~Dupe Wellmeyer~~

21. ~~Ray Wellmeyer~~

22. ~~Robert Wellmeyer~~

23. ~~Robert Wellmeyer~~

24. ~~Robert Wellmeyer~~

25. ~~James Carlisle~~

26. ~~Keith Carlisle~~

27. ~~Max Carlisle~~

28. ~~Robert Risenbeck~~

29. ~~Donna Risenbeck~~

30. ~~Julie Risenbeck~~

31. ~~Kim & Richard Russell~~

32. ~~Jeff Risenbeck~~

33. ~~Barrie Risenbeck~~

34. ~~Tara Payne~~

35. ~~Daniel Payne~~

36. ~~Chad Long~~

37. ~~Dorey Pancake~~

38. ~~Lois Pancake~~

39. ~~Mary Pancake~~

40. ~~Joline Pancake~~

41. ~~Steve Fegrier~~

42. ~~Dawn Fegrier~~

43. ~~Dillon Wisniewski~~

44. ~~Autumn Wisniewski~~

45. ~~Woodrow Hulvisen~~

46. ~~Tamela Ruckriegel~~

47. ~~Mark & Elisabeth Hoff~~

48. ~~Brian Hoff~~

49. ~~Corinne Taylor~~

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Please Sign your name if you are in  
favor of our Volpen Post office to remain open

- Velpen, Post Office)
1. Brandon Galt
  2. Michael Krieg
  3. Jerry R. E. stat
  4. Jack Clements
  5. Duke Clements
  6. Blake Clements
  7. Crystal Frederick
  8. Eric Wiscaver
  9. April Wiscaver
  10. Chris Penner
  11. Scott Birk
  12. (Wardlaw) Haulsion
  13. Everett Louis Orlent
  14. Jammie L. Gilre
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March  
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Please sign your name if you are in  
favor of our Velpen Post office to remain open  
Meeting in Church 2 to 4 March 17  
situation is remedied.



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| Valpen Post Office     |     | Terry Dress        |     | March 17          |     |
|------------------------|-----|--------------------|-----|-------------------|-----|
| 1. Kent Riegler        | 36. | Brooke Wehr        | 37. | Yuki Wynn         | 38. |
| 2. Andrea Riegler      | 37. | Gloria Wehr        | 39. | Dan Wynn          | 40. |
| 3. Devin Gray          | 38. | Nath Tanebach      | 41. | Louisa L. Lippert | 42. |
| 4. Randy Allen         | 39. | Shirley R. Lippert | 43. |                   | 44. |
| 5. Andy Gray           | 40. |                    | 45. |                   | 46. |
| 6. Barbara Gray        | 41. |                    | 47. |                   | 48. |
| 7. Emily Gray          | 42. |                    | 49. |                   | 50. |
| 8. Dan Dress           | 43. |                    | 51. |                   | 52. |
| 9. Duane Dress         | 44. |                    | 53. |                   | 54. |
| 10. Diane Dress        | 45. |                    | 55. |                   | 56. |
| 11. Mary Buffenbarger  | 46. |                    | 57. |                   | 58. |
| 12. Mark Buffenbarger  | 47. |                    | 59. |                   | 60. |
| 13. Gail Buffenbarger  | 48. |                    | 61. |                   | 62. |
| 14. Heidi Buffenbarger | 49. |                    | 63. |                   | 64. |
| 15. Scott Buffenbarger | 50. |                    | 65. |                   | 66. |
| 16. Jim Mendel         | 51. |                    | 67. |                   | 68. |
| 17. Stacy L. Emmons    | 52. |                    | 69. |                   | 70. |
| 18. Tonya Mendel       | 53. |                    |     |                   |     |
| 19. Cameron Mendel     | 54. |                    |     |                   |     |
| 20. Josh Mendel        | 55. |                    |     |                   |     |
| 21. Linda Allen        | 56. |                    |     |                   |     |
| 22. Lane Kiehn         | 57. |                    |     |                   |     |
| 23. Megan McKain       | 58. |                    |     |                   |     |
| 24. Dalton Sutt        | 59. |                    |     |                   |     |
| 25. Lucy Sutt          | 60. |                    |     |                   |     |
| 26. Jason McKain       | 61. |                    |     |                   |     |
| 27. Connor Reed        | 62. |                    |     |                   |     |
| 28. Josh Woodall       | 63. |                    |     |                   |     |
| 29. Grant Jinks        | 64. |                    |     |                   |     |
| 30. Elizabeth Allen    | 65. |                    |     |                   |     |
| 31. Tim Williams       | 66. |                    |     |                   |     |
| 32. Chelsea Henderson  | 67. |                    |     |                   |     |
| 33. Bekah Caindon      | 68. |                    |     |                   |     |
| 34. Kay Haller         | 69. |                    |     |                   |     |
| 35. <del>Scott</del>   | 70. |                    |     |                   |     |

Please sign your name if you are in  
favor of our Valpen Post Office to remain open  
March 2 to 4 March 17

Please sign  
the Post office stamp open

1. Terlin Hale Beadles
2. Angie Beadles Rowe
3. Robyn Thomas
4. Kevin Thomas
5. Zachary Thomas
6. Mary Beadles
7. Samantha Springston
8. Tessa Pennington
9. Kirk Pennington
10. Shula Springston
11. Oana Springston
12. Bandi Broke
13. Mike Willis
14. ~~James Smith~~
15. ~~Don Sampet~~
16. ~~What Smith~~
17. Michael Smith
18. Theresa Schuster
19. Molly White
20. Jamie Anne Jones
21. Liz Buzell
22. Fred Cote
23. Aaron Hayes
24. Jaze Richardson
25. Brittany Burdick
26. Amber Mike
27. Maria L. Flatt
28. Melissa Wikeathay
29. ~~Shirley Jones~~
30. Lorne Jenkins
31. ~~Patricia Buzell~~
32. ~~Mike Smith~~
33. Mike Grayson
34. ~~Don Smith~~
35. David H. Coleman

36. ~~Don Smith~~
37. James T. Craig
38. ~~Sam Brown~~
39. Rudy Brown
40. Deb Troutman
41. ~~Mike Smith~~
42. ~~Don Smith~~
43. Rachel Sherman
44. Barbara Gray
45. ~~God Smith~~
46. ~~Michael Smith~~
47. Deborah Bink
48. ~~David Smith~~
49. Denise Hoag
50. Danielle Hugg
51. Gloria Clements
52. VINCE BITSTICK
53. ~~Andrew Smith~~
54. Samantha Master
55. Ron Brown
56. Yvonne Brown
57. ~~Mike Smith~~
58. ~~Mike Smith~~
59. ~~Andrew Smith~~
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March 1  
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Please sign your name if you are  
in favor of the Velpen Post office stamping open!  
Meeting in Church 2 to 4 March 17, 2011



(Valper Post Office)

1. Bettye L Lee
2. Louella Lee
3. Kenneth Thairing
4. Anna Thairing
5. Henry Meyer
6. Edna Meyer
7. Lillian Thairing
8. Richard Russell
9. Kim Russell
10. Lily Russell
11. Noah Russell
12. Rachel Clark
13. Randy Cason
14. Phillip Elkins
15. Robert L. Young
16. Janet Wiley
17. Mrs. Cude
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March 7

2011

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Please sign your name if you are in  
favor of our Valper Post office to remain open  
Meeting in <sup>Baptist</sup> Church 2 to 4 March 17

1. Don Mesomer
2. Keith A. Thuller
3. Helen R. Cato
4. Tony Anderson
5. Terry Van A
6. Sonny Beadles
7. Marilyn Beadles
8. Ruddy L. Brown
9. Allen R. Brown
10. Randolph J. Brown
11. Jackie Gray
12. Wes Gray
13. Johnny D. Brown
14. Mike Adams
15. Lois Mann
16. Terry Mann
17. Phil Sharp
18. Andrea Sharp
19. Edith Kachin
20. Susan W. De
21. Michael L. De
22. Karyl Browning
23. Karen Browning
24. Mark Browning
25. Becky Steinhart
26. Dennis Steinhart
27. Kelle Steinhart
28. Crystal Hanelutt
29. Clint Hanelutt
30. Ruby Weiriger
31. Rachel Jones
32. Kirti McCardless
33. Kelly Powell
34. Jeff Moore
35. Mary R. Chappin

36. Linda Vaughan March 11
37. Christine Vandyke 2011
38. Kerby Vaughan
39. Katie Vaughan 47590
40. Lynn Evans 27
41. Donald Evans 13
42. Jill Hunt
43. Lori Mashina
44. Eric Evans
45. Greg Evan
46. Angel Evans
47. Jason Pratt
48. Michael A. Brauer (a)
49. Cynthia L. Wright
50. Amy L. Wright
51. Dale R. Brown
52. Daryn Brown
53. Joe Martens
54. Brenda Martens
55. Shanna Hallitt
56. Chris Hallitt
57. Haley Hallitt
58. Marvin Pancake
59. Shirley Pancake
60. Albert Pancake
61. Chris Pancake
62. Lara Faith
63. Maureen Winshell
64. Jack McDaniel
65. Victor Kebab
66. Gerald Kebab
67. James Kebab
68. Frank Adams
69. Maxine Lottelsh
70. Kott Lottelsh

Please sign if you are in favor of our Post  
office staying open! Please attend meeting 2 to 4  
in Valparaiso, March 17, 2011  
BAPTIST

## Proposal Checklist

Velpen

### Section I

#### Responsiveness to Community Postal Needs

Tell what we are doing and why.

Is reason for discontinuance justified and documented in the record?

If suspended, what type of alternate service customers are now receiving?

Reason for vacancy and information on postmaster/OIC

Number of customers and type of service they received and will receive.

Hours of service, daily window transaction average, number of permit mailers, and postage meter users.

Last three fiscal years of revenue and revenue units.

Decline in service workload/reduction in EAS level, if appropriate.

Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available;

Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.

If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.

Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.

Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.

Information on petitions and congressional inquiries included with Postal Service responses.

Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.

Advantages and disadvantages of proposed alternate service.

Any other pertinent information concerning Postal Service needs.

### Section II

#### Effect on the Community

Brief background of area, community government, population, etc.

Number of businesses, religious institutions, schools, local government offices, social organizations, etc.

Was Post Office used as meeting place?

Was Post Office a shelter for a bus stop?

Did the Post Office have a public bulletin board?

Were government forms available at the Post Office?

Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?

What is the historical value of the office?

Is an address change necessary?

Will the community identity be preserved?

What are the growth trends (flat, up, down)?

Were any other nonpostal items identified?

### Section III

#### Effect on Employees

Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV

Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-11, Minimum, no COLA)

Fringe benefits 33.5%

Rental costs, excluding utilities

Total annual costs

Less estimated cost of replacement service

Total annual savings

|    |        |
|----|--------|
| \$ | 33,168 |
| \$ | 11,111 |
| \$ | 6,000  |
| \$ | 50,279 |
| -  | 3,389  |
| \$ | 46,890 |

A one-time expense of \$ 1800 will be/was incurred for installation of CBUs and parcel lockers.

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

The Postal Service has identified no other factors for consideration (if appropriate).

List other factors as appropriate.

Other factors when replacement service is a CPO.

Section VI

Summary

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

Section VII

Notices

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By:

Investigative Coordinator

5.2.11

Date

Reviewed and Certified By:

District PO Review Coordinator

5.2.11

Date



05/02/2011

SENIOR VICE PRESIDENT  
GOVERNMENT RELATIONS AND PUBLIC POLICY  
475 L'ENFANT PLAZA SW RM 10804  
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close  
the VELPEN Post Office  
Docket No. 1385797

This is to advise you that on 05/04/2011, I will post for public comment a proposal to close the VELPEN Post Office in Pike, Congressional District No. eighth.

If you have any questions, please call JUDY BAYS District Review Coordinator at (317) 870-8594.

A handwritten signature in cursive script that reads "E. Lynn Smith".

EDWARD SMITH  
District Manager  
GREATER INDIANA PFC District

cc: Manager, Customer Service Operations  
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4020  
Proposal



OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of  
VELPEN Proposal  
Docket No. 1385797 - 47590

Please post the enclosed proposal to close the VELPEN Post Office in the lobby. The proposal must be posted in a prominent place from 05/04/2011 through close of business on 07/05/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it, however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (317) 870-8594.

JUDY BAYS  
Post Office Review Coordinator  
GREATER INDIANA PFC District

Enclosures:  
Proposal  
Invitation for Comments  
Comment Forms  
Official Record

Date of Posting: 05/04/2011

Date of Removal: 07/05/2011

## UNITED STATES POSTAL SERVICE

### INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE VELPEN, IN POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the Velpen Post Office:

The Postal Service is considering the close of the Velpen Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 05/04/2011 through 07/05/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Velpen Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JUDY BAYS  
3939 VINCENNES ROAD  
INDIANAPOLIS, IN 46298-9998

For more information, you may call JUDY BAYS at (317) 870-8594 or write to the above address.

Thank you for your assistance.



TANGELA BUSH  
3939 VINCENNES ROAD  
INDIANAPOLIS, IN 46298-9998

Date of Posting: 05/04/2011

Posting Round Date:

Date of Removal: 07/05/2011

Removal Round Date:

PROPOSAL TO CLOSE  
THE VELPEN, IN POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1385797 - 47590



## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Velpen, IN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Otwell Post Office, located six miles away. Service may be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster was promoted on January 03, 2009. An employee from a neighboring office may be installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Postmaster was promoted on January 3, 2009. Service needs in the community show a decline. The Postal Service feels that with this minimal workload that the rural or HCR delivery will continue to provide effective and regular service to the community.

The Velpen Post Office, an EAS-11 level, provides service from 08:30 - 11:30 - 12:30 - 15:45 Monday - Friday, 09:15 - 11:15 Saturday and lobby hours of 7:30-4:30 pm on Monday - Friday and 8:00am-12 noon on Saturday to 29 post office box customers and 278 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 32 transaction(s) accounting for 30 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$19,373 ( 51 revenue units) in FY 2008; \$26,397 ( 69 revenue units) in FY 2009; and \$13,487 ( 35 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On March 17, 2011, representatives from the Postal Service were available at Velpen General Baptist Church, 4522 S.State Rd. 257, Velpen, IN 47590 to answer questions and provide information to customers. 57 customer(s) attended the meeting.

On February 24, 2011, 320 questionnaires were distributed to delivery customers of the Velpen Post Office. Questionnaires were also available over the counter for retail customers at the Velpen Post Office. 77 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 14 favorable, 9 unfavorable, and 54 expressed no opinion.

A petition supporting the retention of the Velpen Post Office was received on March 17, 2011, with 642 signatures. If this proposal is implemented, delivery and retail services will be provided by the Otwell Post Office, an EAS-13 level office. Window service hours at the Otwell Post Office are from 08:00- 11:30am & 1:00-3:45pm, Monday through Friday, and 08:45 -10:45 am on Saturday. There are 69 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- |                    |   |
|--------------------|---|
| 1. <b>Concern:</b> | Customer concerned about lease on the building and improvements.  |
| <b>Response:</b>   | Facilities will work with the landlord on the lease and then the building will go back to the landlord. Improvements are budgeted several years in advance. This study was initiated after the improvements were approved.  |
| 2. <b>Concern:</b> | Customers asked why their post office was being discontinued while others were retained   |
| <b>Response:</b>   | Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.  |
| 3. <b>Concern:</b> | Customers expressed concern for loss of community identity  |
| <b>Response:</b>   | The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory. |
| 4. <b>Concern:</b> | Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community   |

**Response:**

The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

5. **Concern:**

Customers felt the route should emanate from Huntingburg because that office is closer

**Response:**

The customer expressed a question about where the route should emanate from. The delivery route has and will be carefully reviewed to ensure that the most cost-efficient service is provided. Your mail may continue to come from Huntingburg. It is likely only the customers without delivery will be impacted.

6. **Concern:**

Customers felt the route should emanate from Jasper Post Office because that office is closer

**Response:**

The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Jasper is closer for some customers, Jasper is not closer for others.

7. **Concern:**

Customers were concerned about a change of address

**Response:**

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address may continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

8. **Concern:**

Customers were concerned about a change of address

**Response:**

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

9. **Concern:**

Customers were concerned about a change of address

**Response:**

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. If you already have Rural delivery, your delivery should not be impacted.

10. **Concern:**

Customers were concerned about a change of address

**Response:**

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. This change should have no impact on your address.

11. **Concern:**

Customers were concerned about having to travel to another post office for service

**Response:**

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

12. Concern:

Customers were concerned about obtaining accountable mail and large parcels

Response:

The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.

13. Concern:

Customers were concerned about senior citizens

Response:

The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

14. Concern:

Customers were concerned about senior citizens

Response:

The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

15. Concern:

Customers were concerned about the changing the hours of operation at the post office

Response:

The customer expressed a concern about the hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis was conducted in and determined the hours of service per week. The Administrative office will provide at least the same number of window service hours as the post office.

16. Concern:

Customer concerned about the time of the meeting.

Response:

The postal service can not pick a time that is convenient for everybody. That is why the notifications go out in advance to allow scheduling. There are questionnaires enclosed for those that can not attend the meeting.

17. Concern:

Customer expressed a concern about package delivery and pickup

Response:

The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport.

18. Concern:

Customer expressed a concern about their 911 address

Response:

The customer expressed a concern about your 911 address. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

19. Concern:

Customer wanted to know how Velpen ranks in sales compared to other offices

- Response: That information is not available. We are looking at a decline in mail volumes and don't see it coming back.
20. Concern: Customers asked if the Velpen post office closes where would the money go.
- Response: It will be a savings.
21. Concern: Customers asked if we would be required to pay unemployment to the current OIC.
- Response: POOM explained that there are openings for PMR's all across the district and it was up to her and her ambition if she would like to take another assignment.
22. Concern: Customers asked when the file would be available for review.
- Response: It should be available at the Velpen post office in the next 6-8 weeks and will be available for 60 days.
23. Concern: Customers asked why Ireland post office was not open
- Response: The POOM stated it was open all day with the exception of lunch from 1-2 pm.
24. Concern: Customers asked why their post office was being discontinued while others were retained and why some offices have been suspended for years and not officially closed.
- Response: The customer asked why the Velpen post office was being studied while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. HQ makes the final decision on the official closing. Sometimes it is lease or other issues that slow the process down.
25. Concern: Customers concerned about how they will get their mail
- Response: It was explained that we were there for thier input and the infomration will be analyzed to determine if they will get rural route delivery or CBU's.
26. Concern: Customers concerned about Velpen and Stendal post office getting new parking lots/repairs. We should be saving the money.
- Response: We will look into and advise facilities of the new studies. Money is allocated for projects a year or two in advance sometimes. The money would have been allocated before we initiated the studies.
27. Concern: Customers expressed concern about having to erect a rural mailbox
- Response: The customer expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office. If Rural delivery is determined, the post office will install rural mailboxes and then it would be up to the customer to maintain them.
28. Concern: Customers expressed concern about misdelivered mail
- Response: The customer expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action. The rural carrier that delivers in Velpen will continue to service them along with the newly added deliveries.
29. Concern: Customers expressed concern that postal employees at the admin

**Response:**

The customer expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.

30. **Concern:**

Customers felt that there was not enough information presented and questioned why we do not have the meeting after HQ makes it's decision.

**Response:**

It was explained we were there to get community input, answer questions that pertain to the Velpen post office and report our findings in the official file. After HQ makes a decision, there would not be much need to hold a meeting.

31. **Concern:**

Customers questioned if we had a address for to write their congressman.

**Response:**

We do not have that information, but it is readily available and the proposal will be available with information for your review.

32. **Concern:**

Customers questioned the economic savings of the proposed discontinuance

**Response:**

The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

33. **Concern:**

Customers questioned why we have not went to 5 day delivery.

**Response:**

We explained that has to be passed by congress and is still at the congress level.

34. **Concern:**

Customers questioned why we still have 80-90 year old people working, why don't we get rid of them.

**Response:**

We do not force retirement, if the employee is performing their required duties, they may choose to keep their job.

35. **Concern:**

Customers wanted to express that they really want to keep the post office open.

**Response:**

We understand that change is uncomfortable and can't tell them if it will close or not at this point. We can take down your concerns and make sure it is put in the official file.

36. **Concern:**

Customers wanted to know about how Velpen ranked with Otwell

**Response:**

Otwell has 510 deliveries and Velpen has 281 deliveries.

37. **Concern:**

Customers wanted to know how many boxes were available for rent at Velpen

**Response:**

The OIC stated there are about 66 available.

38. **Concern:**

Customers wanted to know how many other offices are being considered

**Response:**

Nationwide, our PM Pat Donahoe has requested we look at 2,000. However in our district there are currently 8-10 under study.

39. **Concern:**

Customers wanted to know if they could save their post office if more boxes were rented.

**Response:**

It was explained that there are many variables that go into the study and just the PO boxes would probably not change the evaluation significantly.

40. **Concern:** Customers wanted to know if they get a CBU if they could have a cover or awning.
- Response:** We have seen them in many different locations and ways. This will depend on where they are located.
41. **Concern:** Customers wanted to know if Tona (OIC @ Velpen) will need to work at Otwell due to increased workload.
- Response:** That has not been determined at this time.
42. **Concern:** Customers wanted to know other ways the postal service is cutting cost and if employees get bonuses and pay raises.
- Response:** POOM advised she does not get any bonuses and that we do not set salaries we have nothing to do with that. The post office is looking at many cost saving initiatives, including moving routes to minimize cost, energy saving vehicles, energy reducing programs, recycling and cutting jobs.
43. **Concern:** Customers wanted to know where Velpen post office was ranked.
- Response:** It was advised that we do not use a ranking system.
44. **Concern:** Customers wanted to make part of the file that Velpen does not have internet services.
- Response:** It will be noted in the file.
45. **Concern:** Customers were concerned about later delivery of mail at Otwell PO Boxes.
- Response:** Every office has a required PO box delivery time. It is usually at 9 or 10 am. So it should be the same.
46. **Concern:** Customers were concerned about linking their PO box mail to Otwell because of two different zip codes.
- Response:** It was explained that the PO Box can be linked to their new address for 12 months.
47. **Concern:** Customers were concerned about mailing military packages and how do they mail and weigh them.
- Response:** Explained how they can use USPS.com to get many of their custom forms etc. They can also request priority packages to be sent to their home. Flat rate box would be a good option.
48. **Concern:** Customers were concerned about the limited hours of operation at the post office.
- Response:** The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The workload analysis indicates the level of the office and how many hours of service it qualifies for per week. The Otwell post office will provide at least the same number of window service hours as the post office.
49. **Concern:** Post offices can only be closed for specific reasons, for example maintenance problems, unsafe conditions, expired lease or a postmasters retirement. This is not the case in our office, our last postmaster did not retire, he took a postmaster position somewhere else & you did not fill this position at the Velpen post office-so why are we on the closing list?



**Response:**

We do have to follow specific guidelines when we study an office. The reasons listed above refer to criteria for the ER suspension of post offices. The reason we are looking at Velpen is because of the reduced work load and declining mail volumes. USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.

50. **Concern:**

Postmaster General Pat Donahoe says he targeting 2,000 postal stations & branches that don't employ letter carrier- Is this why you are trying to take our route out of the office so you can close the doors?

**Response:**

We are not trying to move your carrier, but if the office closes he will have to work out of another office.

51. **Concern:**

There are two areas of the Postal Service that is not showing net workforce reductions. They are headquarters and area operation offices. You total hours are up 3% in both? How do you justify cutting rural carriers, PMR's and OIC's and postmasters when the two main areas continue to line their pockets.

**Response:**

We can not answer for Area and HQ, but what we can tell you is that the postal service has cut thousands of jobs in management over the last several years. We are getting ready to to through another re-organization at the end of this month that will target cutting 7,500 jobs in HQ, Area and district offices across the country.

52. **Concern:**

US Postal Service spokesman Gus Ruiz says you are looking at finances & revenue-why? It is known that you cannot shut a post office down for revenue reasons unless congress gives their approval & further more 26,000 out of 32,000 do not make revenue, why is this a problem now?

**Response:**

We are governed by congress. We are looking at mail volume declining. The post office is looking at making changes in every part of the organization. We have to make changes now to continue to reach out and serve every customer across the country on a daily basis. This is for the longevity of the postal service. Again, USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.

53. **Concern:**

When you start shutting down offices won't this cause unemployment to get worse- because if you keep continuing to close offices that have non-career employees in them won't you have to pay unemployment for these people?

**Response:**

There are positions available, so it is up to the non-career employee if they would like to accept another assignment. DOL has guidelines and I am sure anybody can apply for them, but we do not know the specifics.

**Some advantages of the proposal are:**

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

## **II. EFFECT ON COMMUNITY**

Velpen is an unincorporated community located in Pike County. The community is administered politically by Township Board 812-354-2230. Police protection is provided by the Pike County Sheriffs Dept. 812-354-6024. Fire protection is provided by the Jefferson twp. fire dept. 812-354-3806. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: See Item 13, See Item 13. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Velpen Post Office will be available at the Otwell Post Office. Government forms normally provided by the Post Office will also be available at the Otwell Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

None

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.



### III. EFFECT ON EMPLOYEES

The postmaster was promoted on January 03, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 46,890 with a breakdown as follows:

|   |                   |
|---|-------------------|
| Postmaster Salary (EAS-11, No COLA)     | \$ 33,168         |
| Fringe Benefits @ 33.5%                 | \$ 11,111         |
| Rental Costs, Excluding Utilities       | <u>+ \$ 6,000</u> |
| Total Annual Costs                      | \$ 50,279         |
| Less Annual Cost of Replacement Service | <u>- \$ 3,389</u> |
| Total Annual Savings                    | <u>\$ 46,890</u>  |

A one-time expense of \$ 1800 will be incurred for installation of CBUs and 0 parcel locker(s).

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Velpen, IN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Otwell Post Office, located six miles away. Service may be provided to cluster box units (CBUs).

The postmaster was promoted on January 03, 2009. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Velpen Post Office provided delivery service to 278 customers and 29 PO Box customers. The daily retail window transactions averaged 32. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$46,890 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Velpen Post Office and Otwell Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



TANGELA BUSH  
Manager, Post Office Operations

05/04/2011  
Date

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date \_\_\_\_\_



07/05/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 07/05/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Judy Bays".

JUDY BAYS  
Post Office Review Coordinator  
3939 VINCENNES ROAD  
INDIANAPOLIS, IN 46298-9998



PROPOSAL TO CLOSE  
THE VELPEN, IN POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1385797 - 47590

Date of Posting: 05/04/2011

Date of Removal: 07/05/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE VELPEN, IN POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE



To the customers of the Velpen Post Office:

The Postal Service is considering the close of the Velpen Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 05/04/2011 through 07/05/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Velpen Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JUDY BAYS  
3939 VINCENNES ROAD  
INDIANAPOLIS, IN 46298-9998

For more information, you may call JUDY BAYS at (317) 870-8594 or write to the above address.

Thank you for your assistance.

A handwritten signature in cursive script that reads "Tangela Bush".

TANGELA BUSH  
3939 VINCENNES ROAD  
INDIANAPOLIS, IN 46298-9998

Date of Posting: 05/04/2011

Date of Removal: 07/05/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE VELPEN, IN POST OFFICE  
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Copies of the proposal and optional comment forms are available upon request at the Velpen Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

JUDY BAYS  
3939 VINCENNES ROAD  
INDIANAPOLIS, IN 46298-9998

For more information, you may call JUDY BAYS at (317) 670-6554 or write to the above address.

Thank you for your assistance.

A handwritten signature in cursive script that reads "Tangela Bush".

TANGELA BUSH  
3939 VINCENNES ROAD  
INDIANAPOLIS, IN 46298-9998



Date of Posting: 05/04/2011

Posting Round Date:

Date of Removal: 07/05/2011



Removal Round Date:

PROPOSAL TO CLOSE  
THE VELPEN, IN POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1385797 - 47590

**NOTICE OF TAKING PROPOSAL AND COMMENTS  
UNDER INTERNAL CONSIDERATION**

Date 07/05/2011

Postal Customers of the Velpen Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Velpen Post Office, which was posted 05/04/2011 through 07/05/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Velpen Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

A handwritten signature in dark ink, reading "Tangela L. Bush". The signature is fluid and cursive, with the first name "Tangela" being larger and more prominent than the last name "Bush".

TANGELA BUSH  
3939 VINCENNES ROAD  
INDIANAPOLIS, IN 46298-9998



### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VILPEN Post Office:

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

increased travel time. why don't you decrease hours of operations to 6 days a week + keep our OTC in charge she is the best we have ever had - she is someone who takes pride in her job + community.

Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Losing Social Center for rural community.  
Loss of OTC job + local people taking care of local people. Older residents not getting checked on

Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

parking is never a problem as opposed to Otwell's parking.  
You lied in your community letter stating that Otwell has a Postmaster - it is just like Velpen OTC in charge. Maybe you should do more research before you hold town meetings + write letters.

Sammy Beadles

Sammy Beadles

Name of Postal Customer

Signature of Postal Customer

PO Box 14

Mailing Address

Velpen IN 47590

6-20-2011

Date

City, State, and ZIP Code



07/12/2011

SAMMY BEACLES

PO BOX 14  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.
- You expressed a concern about the lobby remaining open at the Post Office. Office hours are determined by the workload at the office. The Post Office workload analysis determined that the present office hours should sufficiently meet customer needs.
- You expressed a concern about why the postmaster position was not filled. All management positions were frozen in anticipation of the reorganization efforts.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- The OIC (Officer In Charge) or APM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8554.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia Klaiber".

Cynthia Klaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46268-9998

# Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VILPEN Post Office

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We have a nice building, more parking space than Ottumwa! Our postal employees are the best. Best we've ever had here

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Elderly people need convenient service for mail. We don't want our checks laying out in their mailbox when we're away from home. We don't want our medicine left in rural mail box. Too many doctors would be

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Vilpen needs our Post Office

Karen R. Brown  
Name of Postal Customer

Karen R. Brown  
Signature of Postal Customer

P.O. Box 13  
Mailing Address

Vilpen Ia 49590  
City, State, and ZIP Code

Date



07/12/2011

KAREN BROWN

PO BOX 15  
VELPEN, IN 47690

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia L. Klaiber".

Cynthia Klaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN 46296-9998

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VILPEN Post Office

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

YOU are taking away the Best Postal Employee we have ever had in charge of our office - she gives her heart & soul & her time to our community ~~every~~ everyday. She takes care of us for very little pay.

Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Elderly residents won't have the Convenient Service for their mail. I do not want my Medicines or Checks in a rural Mail box - & I can't drive to Okla every day & rent a PO Box - we are on a limited income.

Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

At our town meeting the postal representatives gave us no answers ~~ser.~~ everything we ask they didn't know why would you hold a meeting when you don't have answers or statistics - we need another town meeting & we need a fair one

Marilyn Beadles

Name of Postal Customer

Marilyn Beadles

Signature of Postal Customer

PO Box 14

Mailing Address

Velpen, IN 47590

City, State, and ZIP Code

6-18-2011

Date



07/12/2011

MARILYN BEADLES

PO BOX 14  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about why the postmaster position was not filled. All management positions were frozen in anticipation of the reorganization efforts. The employees at the Administrative office will continue to provide the best service possible.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- All questions on the comment and questionnaires been addressed to date.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.  
If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A handwritten signature in dark ink that reads "Cynthia L. Klaiber".

Cynthia Klaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the Velpen Post Office.

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I do use this post office quite often to buy stamps, money orders and mail packages. Even tho I could use other post offices I would have to drive quite a distance, nine miles being the next closest. I would gladly give up Saturday mail to keep this post office open.

Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

First of all the people at the post office are very friendly and helpful. If I go to Jasper I always stand in line and the workers have no time to help or answer questions. There are people in this community that don't drive or have a car. These people need this post office.

Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The lease is already paid in advance for this building so the other cost are minimal. I don't see any big advantage to closing it. Close the Jasper office and let those people drive to Velpen. If I can drive so can they.

Donald E Jones

Signature of Postal Customer

Name of Postal Customer

9995 E CR 650 S.

Mailing Address

Velpen In. 47590

City, State, and ZIP Code

Date

6-06-11



07/12/2011

DONALD JONES  
9995 E CR 650 S  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.
- You expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.
- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia L. Klaiber".

Cynthia Klaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998



# Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would put more people out of work and make more people pay their bills on line.

Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

If we don't have a post Office our town will quit growing. It will become a ghost town.

Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

If you quit our post Office in Velp I'll probably will sell my home and move into a apartment where mail is going to be located and I can have access to mail. I don't like comput

Name of Postal Customer

Shirley PANCAKE

Signature of Postal Customer

Shirley Pancake

Mailing Address

MARVIN PANCAKE

Marvin Pancake

City, State, and ZIP Code

Velpen, IA. 47590

Date

6-23-11



07/13/2011

SHIRLEY PANCAKE

PO BOX 43  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the detrimental effect the loss of the Post Office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [ulps.com](http://ulps.com), or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 670-6594.

Sincerely,

Cynthia Klaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the Velpen Post Office

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

People are known in small towns. People feel comfortable. The older people, and the physically handicapped, need easy and close access.

Velpen closes the closest one is 9 miles away.

Some people do not drive.

Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

It will cause inconvenience for many people

Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

If you close Velpen Post Office, how can it help with the price of gas. It has to cost more for that.  
~~How much to~~

Imogene Stafford

Name of Postal Customer

9027 E Co Rd 700 S

Shipping Address

Velpen, Ind. 47590

City, State, and ZIP Code

Imogene Stafford

Signature of Postal Customer

Lawrence J. Stafford

Jamara D. Dyer

6-22-11

Date



07/12/2011

IMOGENE STAFFORD

9027 E DO RD 700 S  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.
- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia L. Klalber".

Cynthia Klalber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN 46298-9998

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VLI/PEX Post Office:

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Going further to mail thing the postmen can't do. Mailing large envelopes + packages. Money orders etc.

Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The older people depend on post office to help them with their mail. PA

Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Celia + Velma Jones

Name of Postal Customer

Signature of Postal Customer

8924 E. C Rd 3008.

Mailing Address

Valparaiso, Indiana 47590

City, State, and ZIP Code

6-23-2011

Date



07/12/2011

CALVIN & VELMA JONES

8924 E CO RD 300 S  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box. If the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 670-8694.

Sincerely,

Cynthia Klamber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the Velpen Post Office

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Since my husband and I are partially disabled. It would be a great inconvenience if we would have to travel to Otwell for packages or certified letters.

Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The Velpen community is composed of approximately 50 elderly, it would be a great inconvenience for them also to have to travel to Otwell for packages or mail that needs to be signed for.

Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The time that it would take to deliver mail and the hardship on our mailman.

Sharon Kendall

Name of Postal Customer

Sharon Kendall

Signature of Postal Customer

9812 E. Co. Rd. 725A

Mailing Address

Velpen, Ia 47590

City, State, and ZIP Code

6/22/11

Date



07/12/2011

SHARON KENDALL

9812 E CO RD 725 S  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about those customers with disabilities who are not able to go to the Post Office to pick up their mail. Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia L. Klaiber".

Cynthia Klaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46296-9996



## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

1. Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

THERE ARE NO FAVORABLE EFFECTS, YOU SHOULD STOP AND THINK HOW MUCH IT WOULD HURT THIS TOWN, THE ELDERLY + HANDICAP PEOPLE, ALSO WE HAVE VERY GOOD PEOPLE WORKING THERE, THEY ARE ALWAYS MORE THAN WILLING TO HELP SOMEONE IN ANY WAY THEY CAN

2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

BY CLOSING OUR POST OFFICE YOU ARE BASICALLY SHUTTING DOWN OUR TOWN, IT'S THE ONLY THING WE HAVE LEFT.

3. Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I THINK YOU SHOULD START AT THE TOP TO SAVE MONEY. YOU HAVE PEOPLE IN OTHER OFFICES SITTING ON THEIR ASSES DOING NOTHING AND GETTING PAID MORE THAN THEY DESERVE. SO START THERE AND LEAVE OUR POST OFFICE OPEN

KEVIN A. BEANES

Name of Postal Customer

*Kevin A. Beanes*  
Signature of Postal Customer

P.O. BOX 1 9470 E. WALNUT ST.

Mailing Address

VELPEN, IN. 47570

City, State, and ZIP Code

4-22-11

Date



07/12/2011

KEVIN BEADLES  
PO BOX 1  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about those customers with disabilities who are not able to go to the Post Office to pick up their mail. Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
- You expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia L. Klaiber".

Cynthia Klaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46296-9996

**Optional Comment Form**

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Hardship on Community -  
we will Appeal!

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Injustice to our Community  
we will Appeal!

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

If you hold a community meeting - you should  
Be Able to ANSWER questions the community  
has.

Shanique Satterfield

Name of Postal Customer

Shanique Satterfield

Signature of Postal Customer

10237 E. Division Road

Mailing Address

Velpen, IN 47590

City, State, and ZIP Code

6-11-2011

Date



07/12/2011

SHANIQUE SATTERFIELD

10237 E DIVISION RD  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A handwritten signature in black ink that reads "Cynthia L. Klaiber".

Cynthia Klaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN 46290-9998

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VLL Post Office

**Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal service.

We do quite a lot of business with the Vesper Post office. If it shut down I would either have to go to Jasper or Lexington.

**Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

I think it would have a lot of unfavorable effects on the community.

**Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The people that work at Vesper Post Office are friendly and willing with as a matter that you may name. Keep it open!

Name of Postal Customer

Francis C. & Seniors Testing

Signature of Postal Customer

Mailing Address

575 St. Rd. 257 South

City, State, and ZIP Code

Vesper, In. 47590

Date

6-22-11



07/12/2011

MR & MRS STERLING

595 ST RD 257 S  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Beys at (317) 870-8594.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia L. Klaiber".

Cynthia Klaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46258-9998

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We are proud of our Building, Mail carrier and Post master. They are always courteous and helpful as well as clean and neat and do their jobs efficiently. Let us keep these open to us the residents of Velpen.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

By keeping the Velpen Post office it gives the people of this small town a place to meet other people and meet new people. Keep our Post office doors OPEN - we like it all just as it is NOW. We are all close and don't have to drive a distance to get postal accommodations.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

We are proud of our Post office in Velpen. There is a large paved parking area, so parking is never a problem.

The Post office Building is always clean and comfortable. The personnel, both mail carrier and post master are courteous and helpful.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date

5054 S. 4th St. 257

VELPEN, IN 47590

5-31-11



07/12/2011

BETTY LEE

5054 S ST RD 257  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia L. Klaiber".

Cynthia Klaiber  
Manager, Post Office Operations  
3930 Vincennes Road  
Indianapolis, IN 46296-9986



# Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.  
Would have to wonder if mail will be rec'd in a timely manner.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.  
People in the community will be forced to travel some distance for mail services. This will certainly be an inconvenience for many.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.  
Losing the many services provided by the Velpen office is upsetting. Residents will be forced to travel for these basic services.

Amos Schmitt  
Name of Postal Customer

Amos I. Schmitt  
Signature of Postal Customer

202 N CR 1075 E  
Mailing Address

Velpen IN 47590  
City, State, and ZIP Code

6-15-2011  
Date



07/12/2011

AMOS SCHMITT

202 N CR 1075 E  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 670-8594.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia L. Klaiber".

Cynthia Klaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46208-9999

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office

1. Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I will have to drive 16 miles a day just to mail packages for my business. I do not have a postal scale to weigh them for pickup. I will pay so much more for gas. I also prefer the face-to-face interaction daily. I order many packages as well & do not like the idea of them being left on my porch, especially with bad weather conditions. Is USPS responsible for lost or damaged packages when left?

2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The Post office closing will be detrimental to Velpen, as it is the only thing left in our small town that brings the community together. Not to mention, there are many elderly who cannot make the commute to Ottwell if needed. It will be a great expense to all of Velpen.

3. Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I'm unsure of why it would close considering the lease on the building is thru 2015, our postal officer makes minimal at \$20,000 + the ~~cost~~ it has been said the carrier's salary will increase \$10,000. There needs to be a closer analysis done with this closure. Velpen mail volume has even gone up! I'm sure the many that make \$80,000-\$100,000+ are opposed to cutting their salaries to save our smaller offices. Their time will come too! What goes around comes around.

Name of Postal Customer

Shanna J. Hallett

Signature of Postal Customer

Shanna J. Hallett

Mailing Address

PO Box 28 VELPEN, IN 47590

5/25/11

City, State, and ZIP Code

Date



07/12/2011

SHANNA HALLETT

PO BOX 28  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box. If the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
- You expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Cynthia Klaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.  
 TIME FACTOR: INCREASED TRAVEL TIME APPROX.  
 40 MI.  
 MONEY: APPROX 4.00 PER TRIP
  
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.  
 BINDING SOCIAL CENTER FOR RURAL COM.
  
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.  
 INCREASED COST IN TIME & MONEY FOR ALL  
 CUSTOMER OF 47590 AREA

STAN RISENBECK  
 Name of Postal Customer

*Stan Risenbeck*  
 Signature of Postal Customer

7328-S-900-E  
 Mailing Address

VELPEN IN. 47590  
 City, State, and ZIP Code

5-8-2011  
 Date



07/12/2011

STAN RIESENBECK

7328 S 900 E  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia Klaber".

Cynthia Klaber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-8998

# Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

1. Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

ITS CONVENIENT & RIGHT HERE AT HOME.  
ONLY 1 1/2 mi.

2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

WOULD COST GAS MONEY TO DRIVE TO STEWELL  
TO CLOSE IT DOWN 10 miles  
APP 1 GALLON OF GAS  
COST APP. 4.00

3. Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

VELPEN NEED ITS P.O.

DON MESSMER  
Name of Postal Customer

Don Messmer  
Signature of Postal Customer

3677 SR 257 N  
Mailing Address

VELPEN  
City, State, and ZIP Code

IND 47590

6-13-11  
Date



07/12/2011

DON MESSMER

3877 SR 257 N  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-6594.

Sincerely,

A handwritten signature in black ink that reads "Cynthia L. Klalber".

Cynthia Klalber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998



### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services

The good personal service we receive.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community

I would hate to see our post office leave this community. That is all we have left.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

EUA, ERNEST SCOWAN

Name of Postal Customer

1649 S. STATE ROAD 257

Mailing Address

VELPEN, IN 47590

City, State, and ZIP Code

EUA SCOWAN

Signature of Postal Customer

6-14-11

Date



07/12/2011

ELLA & ERNEST SCOYDAN

1649 S SR 257  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia L. Klaiber".

Cynthia Klaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46238-9998

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office:

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I ENJOY THE REGULARITY OF THE MAIL DELIVERY. I USE THE POST OFFICE TO MAIL PACKAGES, BUY STAMPS AND METAL ENVELOPES. I REALLY DON'T LOOK FORWARD TO A 13 OR 14 MILE DRIVE TO GET TO ANOTHER POST OFFICE.

Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

AS STATED ABOVE. WE ALREADY LIVE 5 MILES TO THE VELPEN POST OFFICE.

Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I TRULY BELIEVE THAT MONEY COULD BE FOUND IN ALL THE FRAUD, WASTE & ABUSE IN THE POSTAL SYSTEM ITSELF RATHER THAN CLOSING THIS ONE SMALL POST OFFICE. WHAT ABOUT HOUSES THAT ARE BOUGHT BACK FROM TOP WORKERS WHEN THEY MOVE ETC?

TIM HARDIN

Name of Postal Customer



Signature of Postal Customer

9304 E CO RD, 735 S.

Mailing Address:

VELPEN (AREVILLE), IN 47590

City, State, and ZIP Code

6-24-11

Date



07/12/2011

TIM HARDIN

9304 E CO RD 725 S  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the services available from the rural carrier. The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.
- You expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia K. Klamber".

Cynthia Klamber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN 46208-9956

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

- Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Our Town Post Office is the Heart + Soul of this small community. And its so very convient for all the elderly And the people who live in the town
- Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Would prefer to have the cluster Box. Instead of having to drive the distance to OTWELL - With gas prices on the increase every other day
- Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

I beleave that when the head Postal Persons came here they could care less what we SAID ~~are~~ how important our post office was to our Town  
The deceision was All Ready made

Name of Postal Customer

Lana Yieth

Signature of Postal Customer

Mailing Address

4387 4th St (P.O. Box 3) Velpen, In.

City, State, and ZIP Code

Date

5/5/11

The town's people had no say and  
No one to listen



07/12/2011

LANA FIETH  
PO BOX 3  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8584.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia L. Klaiber".

Cynthia Klaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

1. Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I drive to another county to go to work. The post office in the county I work in would be closer for me than Otwell. I would rather see the Velpen Post Office stay open and keep business in our community.

2. Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The Velpen Post Office is convenient for my family, the elderly & all the people in our community. The parking is nice and big at the Velpen Post Office. The Otwell Post Office does not have convenient parking.

3. Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The building at the Velpen Post Office is much bigger than the one at Otwell. There would be more space to grow at Velpen. There is more parking space at Velpen. Many of us think there are several reasons why we should keep the Velpen Post Office. There is not a Postmaster at Otwell or Velpen.

Andrea Evans

Andrea Evans

Name of Postal Customer

Signature of Postal Customer

4884 South State Rd 257

Mailing Address

Velpen, IN 47590

City, State, and ZIP Code

5-21-11

Date



07/12/2011

ANDREA EVANS

4884 S 5T RD 257  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8554.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia L. Klalber".

Cynthia Klalber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN 46238-9998



# Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

You don't really want to know what or how it really is going to effect this town

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Real Hardship on the elderly town folks

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Sounds like you have made the decision. And what our small town wants or needs you could care less.

Name of Postal Customer

Mary Ann Winchell

Signature of Postal Customer

*Mary Ann Winchell*

Mailing Address

4713 3RD St.

Po Box 11

City, State, and ZIP Code

Date

At Least Put in the Cluster mail Box's



07/12/2011

MARY ANN WINCHELL

PO BOX 11  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. The final determination to close a post office is reviewed at the HQ level. No decisions can be made at a local or district level.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Cynthia K. Gaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VLPD Post Office

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Keep our post office!

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Its the only thing we have left, don't take our post office!

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Paul E. Tucker

Name of Postal Customer

Signature of Postal Customer

4316 E Co Rd 725 S.

Mailing Address

Veljeen In 47590

City, State, and ZIP Code

Date



07/12/2011

PAUL

9316 E CO RD 725 S  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia L. Klalber".

Cynthia Klalber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN 46298-9998

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.  
*We would have to travel very far from home to register any important letters*
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

*Robert Risenbeck*  
 Name of Postal Customer

*Robert Risenbeck*  
 Signature of Postal Customer

*1084 S 51 Rd 257*  
 Mailing Address

*Velpen Ind. 47590*  
 City, State, and ZIP Code

*6-24-11*  
 Date



07/12/2011

ROBERT RIESENBECK

7084 S ST RD 257  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about obtaining accountable mail and large parcels. If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at [usps.com](http://usps.com) or by calling 1-800-ASK-USPS.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia Kaiber".

Cynthia Kaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-0995

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the Velpen Post Office

**Effect on Your Postal Services** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I think it would be a hardship on a lot of people if the Velpen Post office closes. That is all we have left in this small town. The closest office from us is 7 miles away. It could not be as effective as having your own post office for weighing packages, picking up registered mail, etc.

**Effect on Your Community** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

The post office is the only place for community interaction. Conversations, announcements, bulletin board info, ~~etc.~~ That is the only public place we have for any interaction. Why don't you try to cut costs somewhere else & leave the small town post office where they are?

**Other Comments** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

There are a lot of elderly people that live here and there are a lot of things that you do have to go to the post office. Some have no way to go. That would be a hardship for a lot of these people. If our we have no taxi service so what do they do?

DAVE + JUDY CAMP

Dave Camp, Judy Camp  
Signature of Postal Customer

Name of Postal Customer

4271 S. St Rd 257

Mailing Address

Velpen, In. 47590

City, State, and ZIP Code

June 22-2011

Date



07/12/2011

DAVE & JUDY CAMP

4271 S ST RD 257  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about obtaining accountable mail and large parcels. If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at [usps.com](http://usps.com) or by calling 1-800-ASK-USPS.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8554.

Sincerely,

Cynthia Klaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN 46268-9998



### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the Velpen Post Office:

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I live 10 mins. from P.O. If I miss the carrier with a letter, I can drive 10 minutes. If I have to go to Otwell I have to drive 30 minutes or wait 24 more hrs. for him to pick up ~~area~~. Otwell is in opposite direction from my

Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

most of the Elderly customers in Velpen can walk to Velpen P.O. moving to Otwell they will not receive the same service as they can get face to face in Velpen.

Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Velpen Postal Customers need P.O. That is all we have left.

Mike Hanselman

Name of Postal Customer

Mike Hanselman

Signature of Postal Customer

6106 So Co Rd. 1075 East

Mailing Address

Velpen Ind 47590

City, State, and ZIP Code

6-24-11

Date



07/12/2011

MIKE HANSELMAN  
6106 S CO RD 1075 E  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about obtaining accountable mail and large parcels. If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at [usps.com](http://usps.com) or by calling 1-800-ASK-USPS.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia K. Kaiber".

Cynthia Kaiber  
Manager, Post Office Operations  
3938 Vincennes Road  
Indianapolis, IN 46298-9998

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VLEPLN Post Office

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

With the recent rise in gas prices and continuing unhealthy state of the economy, it will prove more difficult for many of my neighbors to travel to the post office.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

There are absolutely no favorable effects that this proposed transition would have on our community. As one of the few remaining community gathering places, our post office is absolutely a vital part of our community. To implement this proposal permanently would be to condemn it. We need our post office; it is an essential part of our community's form.

Other Comments: Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

If we were to overcome this proposal, our rural town could become back with vigor and newfound sense of importance that we need to prosper. And soon, with the arrival of I-69, we will grow and provide even more postal service customers, but still with the hometown sense of community that has shaped us.

Kate Vaughn

Name of Postal Customer

Katie Vaughn

Signature of Postal Customer

5019 S State Rd 257

Mailing Address

Velvet, IN 47590

City, State, and ZIP Code

10/23/11

Date



07/12/2011

KATIE VAUGHN  
5019 S 5T RD 257  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8584.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia L. Kalber".

Cynthia Kalber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46238-9998

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

There would be a longer commute to go to the post office; a longer delay in receiving mail daily; eventual hassle with address changes

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

We will lose 1 of the 3 community gathering places this small town has; it is like severing a main artery for older residents since there is an exchange of information (i.e. who is sick, had a baby, who died, had a fire, community collections).

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Given the rural area, few places remain so people can gather and exchange ideas and information. That is such a basic human need and given that there are several elderly people, that is sometimes their only consistent communication.

Linda Vaughn

Name of Postal Customer

*Linda Vaughn*

Signature of Postal Customer

5019 S St Rd 251

Mailing Address

Velpen IN 47590

City, State, and ZIP Code

4/23/11

Date



07/12/2011

LINDA VAUGHN  
5819 S ST RD 257  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia L. Klaiber".

Cynthia Klaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN 46298-9998

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the N.E.P.S. Post Office:

Effect on Your Postal Services: Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

HAVE TO DRIVE FARTHER, LESS TIME TO GET TO POST OFFICE,

Effect on Your Community: Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

SEVERAL LOW INCOME PEOPLE, HARDSHIP BECAUSE OF PRICE OF GAS.

Other Comments: Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

POST OFFICE IN SMALL TOWN, BINDING LINK WITH THE PEOPLE OF AREA

LARRY RIESENBECK

Name of Postal Customer

Larry Riesenbeck

Signature of Postal Customer

8891 E. CO. RD. 7005.

Mailing Address

Velper, IN, 47590

City, State, and ZIP Code

6-23-2011

Date



07/12/2011

LARRY RIESENBECK

8891 E CO RD 700 S  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia L. Klaiber".

Cynthia Klaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998



### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VLIPLS Post Office:

Effect on Your Postal Services: Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

I would go to a bank instead of a post office out of my way to buy money orders. I probably won't send packages anymore now postal service.

Effect on Your Community: Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

with gas so high, it would be alot of extra mileage for us to travel to another post office.

Other Comments: Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The post office is All we have left to keep us a community.

Tracy Evans

Name of Postal Customer

Tracy Evans

Signature of Postal Customer

4723 S 4th

Mailing Address

Velpen

IN

47590

(City, State, and ZIP Code)

Date

6/24/11



07/12/2011

TRACY EVANS  
4723 S 4TH  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 670-8554.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia L. Klaiber".

Cynthia Klaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN 46298-9998

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the Velpen Post Office

Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

THE Delivery time would change. We get our mail before 10am. as a small business, this is very important. We receive prompt delivery and always friendly service at the post office.

Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Closing the Velpen Post office would be devastating to the Community. Velpen would fall by the wayside.

Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

CONSIDER the loss of jobs and the inconvenience and financial expense it will be to travel to another town to use postal services.

Angela Buxton-BRIGGS

Name of Postal Customer

Angela Buxton-Briggs

Signature of Postal Customer

1486 S 800W

Mailing Address

Velpen, IN 47590

City, State, and ZIP Code

6/24/2011

Date



07/12/2011

ANGELA BUFFENBARGER

1486 S 800 W  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about irregular hours that the rural route serves the community. Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia L. Klamber".

Cynthia Klamber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office

1 Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

A Good Service

B Knowing my address whether P.O. Box or Street address

C Keeping up date on what is going on

2 Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

A Nobody knowing what is going on

B No need to mail a letter because on how far you are to drive

C Not going when the mail will show up

3 Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

A Why is it the regular ~~workers~~ are closing but the managers and fat cats are still there making big big money

Frank Roche

Name of Postal Customer



Signature of Postal Customer

P.O. Box

Mailing Address

Velpen IN 47580

City, State, and ZIP Code

6/28/11

Date



07/12/2011

FRANK RODE  
PO BOX 32  
VELPEN, IN 47580

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.
- You expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia L. Klaiber".

Cynthia Klaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN 46206-0998

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

1 Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We have a P.O. box because with our wk. schedule we are unable to get out mail daily. The walk to the post office is only 50 yds further than where our box would have to be located, which is not close to our home. We do not feel our mail would be secure.

2 Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have in your community.

I believe it would be difficult for many people in our community. Many are elderly, disabled & have limited transportation. Going to a Post. office 7 miles away may force many to not get their mail in a timely manner to pay bills etc. Having a Post office

3 Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

in Velpen makes it a town, it's the only business left. With it gone in a sense, Velpen's gone. It would also be extremely inconvenient for our family, with our work schedules, to get our mail from what I consider. The officer in charge has done & is doing a splendid job - assisting our community with mail service and always with a smile.

Name of Postal Customer

Louise I. Hastings

Louise I. Hastings

Mailing Address

P.O. Box 7

City, State, and ZIP Code

Velpen, IN 47590

Date

6/11



07/12/2011

LOUISE HASTINGS

PO BOX 7  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.
- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A handwritten signature in dark ink, appearing to read "Cynthia L. Klaiber".

Cynthia Klaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998



### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the V.I.P. Post Office

**Effect on Your Postal Services.** Please describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Please Save the Postoffice.  
We need the service  
Don't lose it

**Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

**Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

longer driving distances, price of gas using more fuel, high gas prices  
loss of finding out information locally from officers in charge or  
postmaster.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

loss of jobs, local people taking care of local people's problems, and  
business, small people are going to get lost in the paper work.  
older people may not get checked on as much.

~

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

well, I think we'll close Washington, D.C. postal service and  
move it to Velpen, In, see what Congress will say to that.  
Certain services need to be left alone, cut other wasteful offices

Ruby E. Sente

Name of Postal Customer

Ruby E. Sente

Signature of Postal Customer

7901 W 503

Mailing Address

Velpen, In 47540

City, State, and ZIP Code

5-18-11

Date



07/18/2011

RICKY

7901 W 150 E  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 670-8594.

Sincerely,

A handwritten signature in black ink that reads "Cynthia L. Klamber".

Cynthia Klamber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9998

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VELPEN Post Office

- 1 Effect on Your Postal Services. Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services

I believe there would be a very negative effect. Many people depend on our local post office and the people who work there.

- 2 Effect on Your Community. Please describe any favorable or unfavorable effects that you believe the proposal would have on your community

We have many elderly people, people who don't drive or just can't get out of their homes who depend on this local office and its employees.

- 3 Other Comments. Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

The employees of this branch have had excellent ideas about this. You should listen!!

Laura Winger

Name of Postal Customer

Laura Winger

Signature of Postal Customer

1611 South State Road 257

Mailing Address

Velpen Ind. 47590

City, State, and ZIP Code

6-18-11

Date



07/18/2011

LAURA WININGER  
1611 S ST RD 257  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

A handwritten signature in black ink that reads "Cynthia L. Klaiber".

Cynthia Klaiber  
Manager, Post Office Operations  
3939 Vincennes Road  
Indianapolis, IN, 46298-9968

# Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the VLD III<sup>rd</sup> Post Office.

Effect on Your Postal Services: Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We like our Service the way it is - Leave it alone!

Effect on Your Community: Please describe any favorable or unfavorable effect - the you believe the proposal would have on your community.

Handicap for Elderly + handicap people  
Loss of identity of Community

Keep Post Office

Other Comments: Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

See Attached

Keep Post Office

Scott Sattelfin

Name of Postal Customer

Scott Sattelfin

Signature of Postal Customer

10237 E Division Rd

Mailing Address

Velton Id 47590

City, State, and ZIP Code

6-13-2011

Date

We wonder why the postal Service hasn't appointed  
 a postmaster for the Velpen Office. Not filling it  
 creates a self fulfilling ~~prophecy~~ prophecy & forces  
 the Office into one of the Categories - allowing  
 its inclusion on the possible Closure list.  
 The Postal Service refused to fix the problem  
 by simply not filling the position - You  
 are taking a Vacant Office to a Vacant Office.  
 You stated in your Community letter that  
 Alice Goepfer is Postmaster - she is not.  
 She is OIC just like Tona a Velpen.  
 Why isn't Ottwell on Closing list? - You lied  
 in your letter - How do you justify this?  
 This town does not have the capability of  
 purchasing stamps ect. on-line - we do  
 not have good internet service - if you  
 want high speed internet it cost a lot &  
 most of the time it doesn't work anyway. So this  
 Closing is a real hardship on this community.  
 Most people don't drive - they are elderly -  
 what an injustice the Postal Service has  
 caused to this community - You should  
 remember who pays your paycheck "it is  
 people like us" your customers & this is how  
 you treat us. By the way we won't go into  
 the recording of the meeting - You allowed  
 it at the Velpen meeting - but at the  
 Cannelburg meeting you had me escorted  
 out by the cops because you said it was  
 allowed - how do you allow one & not the other?  
 We will have to take that up with the  
 United States Postal Commission on our Appeal.

pg 207<sup>2</sup>

Having to go to the Otwell Office will be a nightmare - where you have to park - on a busy highway. Due to no parking ~~spaces~~ ~~to~~ & we have plenty of parking at Volpen - why don't you move Otwell to Volpen - where there is a large parking lot & more space in Building & the lease is still good til (2015) - You just renewed it in Dec, 2010 - the parking at the Otwell Office causes a hazard for the elderly - it is not safe -

If you cannot get your expense under control - this is not the problem of the small town offices - this is a Corporate Problem - "Too many higher ups stuffing their pockets" - Maybe you should shut down USPS all together & the people should start their own service & call it Mail for America & have people run it that is for all the people & not just their to line their pockets. The USPS is killing the small towns one at a time - America has lost its way & so has the USPS - You want to start with the small & you are going about it all wrong - the small rural Post Offices are not your problem they are what make the USPS what it is. Keep our Office Open!

Scott Hatter





07/18/2011

SCOTT SATTERFIELD  
10237 E DIVISION RD  
VELPEN, IN 47590

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Velpen Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about why the postmaster position was not filled. All management positions were frozen in anticipation of the reorganization efforts.
- The OIC (Officer in Charge) or A/PM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.
- You expressed a concern about having to travel to another Post Office for service. Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, or by calling 1-800-STAMP-24.
- You asked why your Post Office was being discontinued while others were retained. Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about cutting management positions from the top down instead of taking services away from customers. The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service. If you have additional questions or comments, please feel free to contact Judy Bays at (317) 870-8594.

Sincerely,

Cynthia Kalber  
Manager, Post Office Operations  
3939 Vincennes Road

## Analysis of 60-Day Posting Comments

### Number of comments returned

|                                  |    |
|----------------------------------|----|
| Total questionnaires distributed | 36 |
| Favorable comments               | 8  |
| Unfavorable comments             | 28 |
| No opinion expressed             | 0  |
| Total comments returned          | 36 |

### Postal Concerns

The following postal concerns were expressed:

1. Concern (No Opinion)  
Customer concerned about the wording of the customer letter.  
Response:  
The OIC (Office in Charge) or APM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.
2. Concern (No Opinion)  
Customer concerned about wording in customer letter.  
Response:  
The OIC (Office in Charge) or APM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.
3. Concern (No Opinion)  
Customers asked why their Post Office was being discontinued while others were retained.  
Response:  
Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a mail office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
4. Concern (No Opinion)  
Customers concerned that statistical questions not answered at meeting.  
Response:  
All questions on the comment and questionnaire were addressed to date.
5. Concern (No Opinion)  
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.  
Response:  
The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.
6. Concern (No Opinion)  
Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.  
Response:  
Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
7. Concern (No Opinion)  
Customers suggested cutting management positions from the list down instead of taking services away from customers.  
Response:  
The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.
8. Concern (No Opinion)  
Customers were concerned why the postmaster position was not filled.  
Response:  
All management positions were frozen in anticipation of the reorganization efforts.
9. Concern (No Opinion)  
Customers were confused why the postmaster position was not filled. They like the service the OIC gives to them.  
Response:  
All management positions were frozen in anticipation of the reorganization efforts. The employees at the Administrative office will continue to provide the best service possible.
10. Concern (No Opinion)  
Customers were concerned about having to travel to another Post Office for service and parking.  
Response:  
Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.
11. Concern (No Opinion)  
Customers were concerned about having to travel to another Post Office for service and the parking.  
Response:  
Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.
12. Concern (No Opinion)  
Customers were concerned about having to travel to another Post Office for service.  
Response:  
Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.
13. Concern (No Opinion)  
Customers were concerned about mail security.  
Response:  
Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.  
Concern (No Opinion)

Customers were concerned about obtaining services from the carrier.

**Response:**

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

15. **Concern (No Opinion)**

Customers were concerned about senior citizens.

**Response:**

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for services. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

16. **Concern (No Opinion)**

No Concern.

**Response:**

17. **Concern (Unfavorable)**

Customer expressed a concern about irregular hours that the rural route serves the community.

**Response:**

Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often affect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to round the horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.

18. **Concern (Unfavorable)**

Customer expressed a concern about package delivery and pickup.

**Response:**

Rural carriers will deliver packages that fit in your rural mail box. If the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a tarp. For carrier pick-up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick-up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was prepaid online or with a readable meter.

19. **Concern (Unfavorable)**

Customer expressed a concern about the hours at the Post Office.

**Response:**

Office hours are determined by the workload at the office. The Post Office workload analysis determined that the present office hours should sufficiently meet customer needs.

**Concern (Unfavorable)**

20. **Concern (Unfavorable)**  
Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

**Response:**

Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where access by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

21. **Concern (Unfavorable)**

Customers expressed concern that postal employees at the administrative Post Office are rude.

**Response:**

Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or disrespectful manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.

22. **Concern (Unfavorable)**

Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

**Response:**

Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

23. **Concern (Unfavorable)**

Customers suggested cutting management positions from the top down instead of taking services away from customers.

**Response:**

The Postal Service organizational "redesign" is aimed at ending some 3,000 administrative positions, or about 21 percent of the total management employees.

24. **Concern (Unfavorable)**

Customers were concerned about having to travel to another Post Office for service.

**Response:**

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at [usps.com](http://usps.com), or by calling 1-800-STAMP-24.

25. **Concern (Unfavorable)**

Customers were concerned about local citizens helping local citizens and seniors.

**Response:**

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

26. **Concern (Unfavorable)**

Customers were concerned about mail security.

**Response:**

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

27. **Concern (Unfavorable)**

Customers were concerned about obtaining accountable mail and large parcels.

**Response:**

If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at [usps.com](http://usps.com) or by calling

28. **Concern (Unfavorable):**  
Customers were concerned about senior citizens and that a decision has already been made.

**Response:**

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. The final determination to close a post office is reviewed at the HQ level. No decisions can be made at a local or district level.

29. **Concern (Unfavorable):**  
Customers were concerned about senior citizens.

**Response:**

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

30. **Concern (Unfavorable):**  
No Concern

**Response:**

**Nonpostal Concerns**

The following nonpostal concerns were expressed:

1. **Concern (No Opinion):**  
Customers expressed concern for loss of community identity.

**Response:**

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

2. **Concern (No Opinion):**  
Customers questioned the economic savings of the proposed discontinuance.

**Response:**

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.

3. **Concern (No Opinion):**  
Customers were concerned about the loss of a gathering place and an information center.

**Response:**

Residents may continue to meet informally, socially, and share information at the other businesses, churches and residences in town.

4. **Concern (Unfavorable):**  
Customers expressed concern for loss of community identity.

**Response:**

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

5. **Concern (Unfavorable):**  
Customers felt the loss of a Post Office would have a detrimental effect on the business community.

**Response:**

Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

6. **Concern (Unfavorable):**  
Customers were concerned about the loss of a gathering place and an information center.

**Response:**

Residents may continue to meet informally, socially, and share information at the other businesses, churches and residences in town.



07/12/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record  
VELPEN  
Docket Number 1385797 - 47590

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in cursive script that reads "E. Lynn Smith".

EDWARD SMITH  
District Manager

## LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: VELPEN, IN, 47590-9998  
 EAS Level: 11  
 District: GREATER INDIANA PFC  
 County: Fla  
 Congressional District: eight  
 Proposal: ☒ Close ☐ Consolidate  
 Reason For Proposal: was promoted  
 Alternate Service Proposed: Rural Route Service  
 Customers Affected:  
 Post Office Box: 28  
 General Delivery: 0  
 Rural Route: 278  
 Highway Contract Route (HCR): 0  
 City Route: 0  
 Intermediate Route: 0  
 Intermediate HCR: 0  
 Total number of customers: 307

| Date       | Action  |
|------------|---|
|            | Office suspended. Reason suspended:   |
|            | Suspension notice sent to Headquarters.   |
| 01/03/2009 | Postmaster vacancy occurred. Reason: was promoted   |
|            | DIC: Career: 1 Noncareer: 2 Other Employees: 3  |
| 01/25/2011 | District manager authorization to study.  |
| 02/24/2011 | Questionnaires sent to customers. Number sent: 320 Number Returned: 77  |
| 03/17/2011 | Analysis: Favorable: 14 Unfavorable: 0 No Opinion: 54   |
|            | Petition received. Number of signatures: 642  |
|            | Concerns expressed:   |
|            | Congressional inquiry received. No  |
|            | Concerns expressed:   |
| 05/02/2011 | Proposal and checklist sent to district for review.   |
| 05/03/2011 | Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).                    |
| 05/03/2011 | Proposal and invitation for comments posted and round-dated.  |
| 07/12/2011 | Proposal and invitation for comments removed and round-dated.   |
|            | Comment Analysis:   |
|            | Favorable: 0 Unfavorable: 35 No Opinion: 0 35   |
| None       | Premature PRC appeal received.  |
|            | Concerns expressed:   |
| 04/26/2011 | Updated PS Form 4920 completed (if necessary).  |
| 07/12/2011 | Certification of the official record.   |
|            | District transmits official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations. |
|            | Headquarters logged in official record (option entry).  |
|            | Record returned to district for additional consideration.   |
|            | Record returned as not warranted.   |
|            | Final determination posted at affected office(s) and round-dated.   |
|            | Final determination removed and round-dated.  |
|            | Postal Bulletin Post Office Change Announcement form sent to Headquarters.  |
|            | No appeals letter received from Headquarters.   |
|            | Appeal to PRC received.   |
|            | PRC opinion received on appeal.   |
|            | Affirmed: Remanded: USPS Withdrawn:   |
|            | Address management systems notified to updated AMS report.  |
|            | Discontinuance announced in Postal Bulletin No.: Effective date:  |

Review Coordinator/person most familiar with the case:

JUDY BAYS  
 Name/Title

JUDY BAYS  
 District Post Office Review Coordinator

(317) 870-8594  
 Telephone Number

(317) 870-8594  
 Telephone Number



07/18/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS  
UNITED STATES POSTAL SERVICE  
475 L'ENFANT PLAZA ROOM 5621  
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Velpen Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Judy Bays, Post Office Review Coordinator, at (317) 870-8594 or Cynthia Klaiber Manager Post Office Operations.

A handwritten signature in black ink that reads "E. Lynn Smith".

EDWARD SMITH  
DISTRICT MANAGER  
3939 VINCENNES ROAD  
INDIANAPOLIS, IN 46298-9998

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4J/P1385797.pdf>)  
Headquarters acknowledgment of receipt of official record (optional)  
Self-addressed envelope

cc: Vice President, GREAT LAKES Area (no enclosures)

### Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the VELPEN was received by 08/04/2011.  
Please contact the Headquarters coordinator at (916) 918-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700  
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

**\*Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum and a self-addressed return envelope if you wish to receive an acknowledgment of Headquarters receipt of the record.



Date of Posting:

Date of Removal:

FINAL DETERMINATION TO CLOSE  
THE VELPEN, IN POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1385797 - 47590

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Velpen, IN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Otwell Post Office, located six miles away. Service will be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster was promoted on January 03, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Postmaster was promoted on January 3, 2009. Service needs in the community show a decline. The Postal Service feels that with this minimal workload that the rural or HCR delivery will continue to provide effective and regular service to the community.

The Velpen Post Office, an EAS-11 level, provides service from 08:30 - 11:30 - 12:30 - 15:45 Monday - Friday, 09:15 - 11:15 Saturday and lobby hours of 7:30-4:30 pm on Monday - Friday and 8:00am-12 noon on Saturday to 29 post office box or general delivery customers and 278 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 32 transaction(s) accounting for 30 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$19,373 ( 51 revenue units) in FY 2008; \$26,397 ( 69 revenue units) in FY 2009; and \$13,487 ( 35 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On March 17, 2011, representatives from the Postal Service were available at Velpen General Baptist Church, 4522 S.State Rd. 257, Velpen, IN 47590 to answer questions and provide information to customers. 57 customer(s) attended the meeting.

On February 24, 2011, 320 questionnaires were distributed to delivery customers of the Velpen Post Office. Questionnaires were also available over the counter for retail customers at the Velpen Post Office. 77 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 14 favorable, 9 unfavorable, and 54 expressed no opinion.

A petition supporting the retention of the Velpen Post Office was received on March 17, 2011, with 642 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Otwell Post Office, an EAS-13 level office. Window service hours at the Otwell Post Office are from 08:00- 11:30am & 1:00-3:45pm, Monday through Friday, and 08:45 -10:45 am on Saturday. There are 89 post office boxes available.

The proposal to close the Velpen Post Office was posted with an invitation for comment at the Velpen Post Office and Otwell Post Office from May 04, 2011 to July 05, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer concerned about the wording of the customer letter.  
**Response:** The OIC (Officer In Charge) or APM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.
2. **Concern:** Customer concerned about wording in customer letter.  
**Response:** The OIC (Officer In Charge) or APM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.
3. **Concern:** Customer expressed a concern about irregular hours that the rural route serves the community.  
**Response:** Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.
4. **Concern:** Customer expressed a concern about package delivery and pickup.

|     |                  |  |
|-----|------------------|--|
|     | <b>Response:</b> | Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter. |
| 5.  | <b>Concern:</b>  | Customer expressed a concern about the hours at the Post Office.   |
|     | <b>Response:</b> | Office hours are determined by the workload at the office. The Post Office workload analysis determined that the present office hours should sufficiently meet customer needs.   |
| 8.  | <b>Concern:</b>  | Customers asked why their Post Office was being discontinued while others were retained.   |
|     | <b>Response:</b> | Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.   |
| 7.  | <b>Concern:</b>  | Customers concerned that statistical questions not answered at meeting.  |
|     | <b>Response:</b> | All questions on the comment and questionnaires been addressed to date.  |
| 8.  | <b>Concern:</b>  | Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.  |
|     | <b>Response:</b> | Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.   |
| 9.  | <b>Concern:</b>  | Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.   |
|     | <b>Response:</b> | The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.   |
| 10. | <b>Concern:</b>  | Customers expressed concern that postal employees at the administrative Post Office are rude.  |
|     | <b>Response:</b> | Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.  |
| 11. | <b>Concern:</b>  | Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.  |
|     | <b>Response:</b> | Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.   |
| 12. | <b>Concern:</b>  | Customers suggested cutting management positions from the top down instead of taking services away from customers.   |

|     |                  |  |
|-----|------------------|--|
|     | <b>Response:</b> | The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.  |
| 13. | <b>Concern:</b>  | Customers were concerned why the postmaster position was not filled.   |
|     | <b>Response:</b> | All management positions were frozen in anticipation of the reorganization efforts.  |
| 14. | <b>Concern:</b>  | Customers were concerned why the postmaster position was not filled. They like the service the OIC gives to them.  |
|     | <b>Response:</b> | All management positions were frozen in anticipation of the reorganization efforts. The employees at the Administrative office will continue to provide the best service possible.   |
| 15. | <b>Concern:</b>  | Customers were concerned about having to travel to another Post Office for service and parking.  |
|     | <b>Response:</b> | Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.                           |
| 16. | <b>Concern:</b>  | Customers were concerned about having to travel to another Post Office for service and the parking.  |
|     | <b>Response:</b> | Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, or by calling 1-800-STAMP-24.   |
| 17. | <b>Concern:</b>  | Customers were concerned about having to travel to another Post Office for service.  |
|     | <b>Response:</b> | Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.                           |
| 18. | <b>Concern:</b>  | Customers were concerned about local citizens helping local citizens and seniors.  |
|     | <b>Response:</b> | Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. |
| 19. | <b>Concern:</b>  | Customers were concerned about mail security.  |
|     | <b>Response:</b> | Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.  |
| 20. | <b>Concern:</b>  | Customers were concerned about obtaining accountable mail and large parcels.   |

**Response:**

If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at [usps.com](https://usps.com) or by calling 1-800-ASK-USPS.

**21. Concern:**

Customers were concerned about obtaining services from the carrier.

**Response:**

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

**22. Concern:**

Customers were concerned about senior citizens and that a decision has already been made.

**Response:**

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. The final determination to close a post office is reviewed at the HQ level. No decisions can be made at a local or district level.

**23. Concern:**

Customers were concerned about senior citizens.

**Response:**

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

**1. Concern:**

Customer concerned about lease on the building and improvements.

**Response:**

Facilities will work with the landlord on the lease and then the building will go back to the landlord. Improvements are budgeted several years in advance. This study was initiated after the improvements were approved.

**2. Concern:**

Customers asked why their post office was being discontinued while others were retained

**Response:**

Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

**3. Concern:**

Customers expressed concern for loss of community identity

**Response:**

The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

**4. Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

|     |                  |  |
|-----|------------------|--|
|     | <b>Response:</b> | The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.   |
| 5.  | <b>Concern:</b>  | Customers felt the route should emanate from Huntingburg because that office is closer   |
|     | <b>Response:</b> | The customer expressed a question about where the route should emanate from. The delivery route has and will be carefully reviewed to ensure that the most cost-efficient service is provided. Your mail may continue to come from Huntingburg. It is likely only the customers without delivery will be impacted.   |
| 6.  | <b>Concern:</b>  | Customers felt the route should emanate from Jasper Post Office because that office is closer  |
|     | <b>Response:</b> | The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Jasper is closer for some customers, Jasper is not closer for others.   |
| 7.  | <b>Concern:</b>  | Customers were concerned about a change of address   |
|     | <b>Response:</b> | The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address may continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.  |
| 8.  | <b>Concern:</b>  | Customers were concerned about a change of address   |
|     | <b>Response:</b> | The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.   |
| 9.  | <b>Concern:</b>  | Customers were concerned about a change of address   |
|     | <b>Response:</b> | The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. If you already have Rural delivery, your delivery should not be impacted. |
| 10. | <b>Concern:</b>  | Customers were concerned about a change of address   |
|     | <b>Response:</b> | The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. This change should have no impact on your address.                        |
| 11. | <b>Concern:</b>  | Customers were concerned about having to travel to another post office for service   |
|     | <b>Response:</b> | The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.   |



12. **Concern:** Customers were concerned about obtaining accountable mail and large parcels
- Response:** The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.
13. **Concern:** Customers were concerned about senior citizens
- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
14. **Concern:** Customers were concerned about senior citizens
- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
15. **Concern:** Customers were concerned about the changing the hours of operation at the post office
- Response:** The customer expressed a concern about the hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis was conducted in and determined the hours of service per week. The Administrative office will provide at least the same number of window service hours as the post office.
16. **Concern:** Customer concerned about the time of the meeting.
- Response:** The postal service can not pick a time that is convenient for everybody. That is why the notifications go out in advance to allow scheduling. There are questionnaires enclosed for those that can not attend the meeting.
17. **Concern:** Customer expressed a concern about package delivery and pickup
- Response:** The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport.
18. **Concern:** Customer expressed a concern about their 911 address
- Response:** The customer expressed a concern about your 911 address. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.
19. **Concern:** Customer wanted to know how Velpen ranks in sales compared to other offices

|     |           |  |
|-----|-----------|--|
|     | Response: | That information is not available. We are looking at a decline in mail volumes and don't see it coming back.   |
| 20. | Concern:  | Customers asked if the Velpen post office closes where would the money go.   |
|     | Response: | It will be a savings.  |
| 21. | Concern:  | Customers asked if we would be required to pay unemployment to the current OIC.  |
|     | Response: | POOM explained that there are openings for PMR's all across the district and it was up to her and her ambition if she would like to take another assignment.   |
| 22. | Concern:  | Customers asked when the file would be available for review.   |
|     | Response: | It should be available at the Velpen post office in the next 6-8 weeks and will be available for 60 days.  |
| 23. | Concern:  | Customers asked why Ireland post office was not open   |
|     | Response: | The POOM stated it was open all day with the exception of lunch from 1-2 pm.   |
| 24. | Concern:  | Customers asked why their post office was being discontinued while others were retained and why some offices have been suspended for years and not officially closed.  |
|     | Response: | The customer asked why the Velpen post office was being studied while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. HQ makes the final decision on the official closing. Sometimes it is lease or other issues that slow the process down.  |
| 25. | Concern:  | Customers concerned about how they will get their mail   |
|     | Response: | It was explained that we were there for thier input and the information will be analyzed to determine if they will get rural route delivery or CBU's.  |
| 26. | Concern:  | Customers concerned about Velpen and Stendal post office getting new parking lots/repairs. We should be saving the money.  |
|     | Response: | We will look into and advise facilities of the new studies. Money is allocated for projects a year or two in advance sometimes. The money would have been allocated before we initiated the studies.   |
| 27. | Concern:  | Customers expressed concern about having to erect a rural mailbox  |
|     | Response: | The customer expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office. If Rural delivery is determined, the post office will install rural mailboxes and then it would be up to the customer to maintain them.   |
| 28. | Concern:  | Customers expressed concern about misdelivered mail  |
|     | Response: | The customer expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action. The rural carrier that delivers in Velpen will continue to service them along with the newly added deliveries. |
| 29. | Concern:  | Customers expressed concern that postal employees at the admin office Post Office are rude   |



|     |                  |  |
|-----|------------------|--|
|     | <b>Response:</b> | The customer expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations. |
| 30. | <b>Concern:</b>  | Customers felt that there was not enough information presented and questioned why we do not have the meeting after HQ makes it's decision.   |
|     | <b>Response:</b> | It was explained we were there to get community input, answer questions that pertain to the Velpen post office and report our findings in the official file. After HQ makes a decision, there would not be much need to hold a meeting.  |
| 31. | <b>Concern:</b>  | Customers questioned if we had a address for to write their congressman.   |
|     | <b>Response:</b> | We do not have that information, but it is readily available and the proposal will be available with information for your review.  |
| 32. | <b>Concern:</b>  | Customers questioned the economic savings of the proposed discontinuance   |
|     | <b>Response:</b> | The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.   |
| 33. | <b>Concern:</b>  | Customers questioned why we have not went to 5 day delivery.   |
|     | <b>Response:</b> | We explained that has to be passed by congress and is still at the congress level.   |
| 34. | <b>Concern:</b>  | Customers questioned why we still have 80-90 year old people working, why don't we get rid of them.  |
|     | <b>Response:</b> | We do not force retirement, if the employee is performing their required duties, they may choose to keep their job.  |
| 35. | <b>Concern:</b>  | Customers wanted to express that they really want to keep the post office open.  |
|     | <b>Response:</b> | We understand that change is uncomfortable and can't tell them if it will close or not at this point. We can take down your concerns and make sure it is put in the official file.   |
| 36. | <b>Concern:</b>  | Customers wanted to know about how Velpen ranked with Otwell   |
|     | <b>Response:</b> | Otwell has 510 deliveries and Velpen has 281 deliveries.   |
| 37. | <b>Concern:</b>  | Customers wanted to know how many boxes were available for rent at Velpen  |
|     | <b>Response:</b> | The OIC stated there are about 66 available.   |
| 38. | <b>Concern:</b>  | Customers wanted to know how many other offices are being considered   |
|     | <b>Response:</b> | Nationwide, our PM Pat Donahoe has requested we look at 2,000. However in our district there are currently 8-10 under study.   |
| 39. | <b>Concern:</b>  | Customers wanted to know if they could save their post office if more boxes were rented.   |
|     | <b>Response:</b> | It was explained that there are many variables that go into the study and just the PO boxes would probably not change the evaluation significantly.  |

40. **Concern:** Customers wanted to know if they get a CBU if they could have a cover or awning.
- Response:** We have seen them in many different locations and ways. This will depend on where they are located.
41. **Concern:** Customers wanted to know if Tona (OIC @ Velpen) will need to work at Otwell due to increased workload.
- Response:** That has not been determined at this time.
42. **Concern:** Customers wanted to know other ways the postal service is cutting cost and if employees get bonuses and pay raises.
- Response:** POOM advised she does not get any bonuses and that we do not set salaries we have nothing to do with that. The post office is looking at many cost saving initiatives, including moving routes to minimize cost, energy saving vehicles, energy reducing programs, recycling and cutting jobs.
43. **Concern:** Customers wanted to know where Velpen post office was ranked.
- Response:** It was advised that we do not use a ranking system.
44. **Concern:** Customers wanted to make part of the file that Velpen does not have internet services.
- Response:** It will be noted in the file.
45. **Concern:** Customers were concerned about later delivery of mail at Otwell PO Boxes.
- Response:** Every office has a required PO box delivery time. It is usually at 9 or 10 am. So it should be the same.
46. **Concern:** Customers were concerned about linking their PO box mail to Otwell because of two different zip codes.
- Response:** It was explained that the PO Box can be linked to their new address for 12 months.
47. **Concern:** Customers were concerned about mailing military packages and how do they mail and weigh them.
- Response:** Explained how they can use USPS.com to get many of their custom forms etc. They can also request priority packages to be sent to their home. Flat rate box would be a good option.
48. **Concern:** Customers were concerned about the limited hours of operation at the post office.
- Response:** The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The workload analysis indicates the level of the office and how many hours of service it qualifies for per week. The Otwell post office will provide at least the same number of window service hours as the post office.
49. **Concern:** Post offices can only be closed for specific reasons, for example maintenance problems, unsafe conditions, expired lease or a postmaster's retirement. This is not the case in our office, our last postmaster did not retire, he took a postmaster position somewhere else & you did not fill this position at the Velpen post office-so why are we on the closing list?

**Response:**

We do have to follow specific guidelines when we study an office. The reasons listed above refer to criteria for the ER suspension of post offices. The reason we are looking at Velpen is because of the reduced work load and declining mail volumes. USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.

50. **Concern:**

Postmaster General Pat Donahoe says he targeting 2,000 postal stations & branches that don't employ letter carrier- Is this why you are trying to take our route out of the office so you can close the doors?

**Response:**

We are not trying to move your carrier, but if the office closes he will have to work out of another office.

51. **Concern:**

There are two areas of the Postal Service that is not showing net workforce reductions. They are headquarters and area operation offices. Your total hours are up 3% in both? How do you justify cutting rural carriers, PMR's and OIC's and postmasters when the two main areas continue to line their pockets.

**Response:**

We can not answer for Area and HQ, but what we can tell you is that the postal service has cut thousands of jobs in management over the last several years. We are getting ready to go through another re-organization at the end of this month that will target cutting 7,500 jobs in HQ, Area and district offices across the country.

52. **Concern:**

US Postal Service spokesman Gus Ruiz says you are looking at finances & revenue-why? It is known that you cannot shut a post office down for revenue reasons unless congress gives their approval & further more 26,000 out of 32,000 do not make revenue, why is this a problem now?

**Response:**

We are governed by congress. We are looking at mail volume declining. The post office is looking at making changes in every part of the organization. We have to make changes now to continue to reach out and serve every customer across the country on a daily basis. This is for the longevity of the postal service. Again, USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.

53. **Concern:**

When you start shutting down offices won't this cause unemployment to get worse- because if you keep continuing to close offices that have non-career employees in them won't you have to pay unemployment for these people?

**Response:**

There are positions available, so it is up to the non-career employee if they would like to accept another assignment. DOL has guidelines and I am sure anybody can apply for them, but we do not know the specifics.

**Some advantages of the proposal are:**

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.

2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

## II. EFFECT ON COMMUNITY

Velpen is an unincorporated community located in PIKE County. The community is administered politically by Township Board 812-354-2230. Police protection is provided by the Pike County Sheriffs Dept. 812-354-6024. Fire protection is provided by the Jefferson twp. fire dept. 812-354-3806. The community is comprised of all listed above (mostly retirees/farmers)commuters and self-employed and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: See Item 13, See Item 13 . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Velpen Post Office will be available at the Otwell Post Office. Government forms normally provided by the Post Office will also be available at the Otwell Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- |                    |  |
|--------------------|--|
| 1. <b>Concern:</b> | Customers expressed concern for loss of community identity.  |
| <b>Response:</b>   | A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.  |
| 2. <b>Concern:</b> | Customers felt the loss of a Post Office would have a detrimental effect on the business community.  |
| <b>Response:</b>   | Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued. |
| 3. <b>Concern:</b> | Customers questioned the economic savings of the proposed discontinuance.  |
| <b>Response:</b>   | Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.  |
| 4. <b>Concern:</b> | Customers were concerned about the loss of a gathering place and an information center.  |
| <b>Response:</b>   | Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.  |

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

## III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was promoted on January 03, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

## IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 46,890 with a breakdown as follows:

|                                     |           |
|-------------------------------------|-----------|
| Postmaster Salary (EAS-11, No COLA) | \$ 33,168 |
| Fringe Benefits @ 33.5%             | \$ 11,111 |

|   |                   |
|---|-------------------|
| Annual Lease Costs                      | <u>+ \$ 6,000</u> |
| Total Annual Costs                      | \$ 50,279         |
| Less Annual Cost of Replacement Service | <u>- \$ 3,389</u> |
| Total Annual Savings                    | <u>\$ 46,890</u>  |

A one-time expense of \$ 1800 will be incurred for the movement of this facility.

#### **V. OTHER FACTORS**

The Postal Service has identified no other factors for consideration.

## VI. SUMMARY

This is the final determination to close the Velpen, IN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Otwell Post Office, located six miles away. Service will be provided to cluster box units (CBUs).

The postmaster was promoted on January 03, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Velpen Post Office provided delivery and retail service to 29 PO Box or general delivery customers and 278 delivery route customers. The daily retail window transactions averaged 32. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$46,890 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

## VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Velpen Post Office and Otwell Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Velpen Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Velpen Post Office and Otwell Post Office during normal office hours.



Dean J. Granholm  
Vice President of Delivery and Post Office Operations

08/10/2011

Date



08/19/2011

OFFICER-IN-CHARGE/POSTMASTER  
Velpen Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Velpen Post Office Final Determination  
Docket No. 1385797 - 47590

Please post in the lobby the enclosed final determination to close the Velpen Post Office. The final determination must be posted in a prominent place from 08/19/2011 through close of business on 09/20/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 09/21/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (317) 870-8594.

Sincerely,

A handwritten signature in cursive script that reads "Judy Bays".

JUDY BAYS  
POST OFFICE REVIEW COORDINATOR  
3939 VINCENNES ROAD  
INDIANAPOLIS, IN 46298-9998

Enclosures:  
Final Determination Official Record





09/01/2011

DISTRICT MANAGER  
GREATER INDIANA PFC  
3939 VINCENNES ROAD  
INDIANAPOLIS, IN, 46298-9998

ATTENTION: Post Office Review Coordinator

SUBJECT: Announcement of Appeal to the Discontinuance of the  
VELPEN, 47590-9998 Docket No. 1385797 - 47590

This is to advise you that an appeal to the final determination to discontinue the VELPEN has been filed with the Postal Regulatory Commission. The Headquarters managing counsel, legal policy and ratemaking office, will provide you with copies of all pleadings, notices, orders, briefs, and opinions filed in the appeal proceeding.

In accordance with the Postal Operations Manual, please ensure that a copy of these documents, as well as the final determination, are prominently displayed and made available for inspection by the public at the affected Post Offices until the Commission has issued its final order and opinion. The Postal Regulatory commission has up to 120 days (four months) to consider the appeal and issue its decision.

No final action may be taken until the final decision has been made and you have received written notification of that decision along with appropriate instructions.

This memorandum must be filed in the official record.

If you have any questions, please contact Kevin Romero at (916) 373-8315.

Thank you for your cooperation.

Kevin Romero  
Manager Field Performance West

cc:  
Vice President, Area Operations GREAT LAKES Area  
Government Relations and Public Policy

## Postal Regulatory Commission

Washington, D.C. 20268-0001

### NOTICE OF FILING UNDER 39 U.S.C. § 404(d)

TO THE UNITED STATES POSTAL SERVICE:

Please take notice that on August 30, 2011, the Commission received a petition for review of the Postal Service's determination to close the Velpen post office located in Velpen, Indiana. The petition for review was filed by Karen Brown (Petitioner) and is postmarked August 20, 2011.

This notice is advisory only and is being furnished so that the Postal Service may begin assembling the administrative record in advance of any formal appeal proceedings held upon the alleged (closing/consolidation) for transmittal pursuant to 39 CFR § 3001.113(a) (requiring the filing of the record within 15 days of the filing with the Commission of a petition for review). The Postal Service's administrative record is due no later than September 14, 2011.



Shoshana M. Grove  
Secretary

Date: August 31, 2011

Attachment

Is like the mad woman

in regard to clearing her 'Wishes that Office', I find this a terrible waste. We only have this for business in our town people that receive medication and ~~cheer~~ <sup>cheer</sup> though the mail will never have to stay here until the mail is delivered preventing mail box thefts. We have our Post

Office

In regard to our meeting to discuss the system of the Service the didn't get our questions answered about this system was 'that will have to be answered by some Office'. In fact when our acting Post Master was asked a question by a person, who answered and was told 'you are supposed to keep your mouth shut.' That was a 'hecked' threat. I feel like you wanting those women here to 'hold a meeting' was a waste of taking a walk. I was very disappointed in this office. The women were not meeting. Maybe the need ~~for~~ <sup>for</sup> post office very much. I have known

Special for Women Post Office

4/10/98

Received

AUG 25 2011



FINAL DETERMINATION TO CLOSE  
THE VELPEN, IN POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1385797 - 47590

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Velpen, IN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Otwell Post Office, located six miles away. Service will be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster was promoted on January 03, 2009. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Postmaster was promoted on January 3, 2009. Service needs in the community show a decline. The Postal Service feels that with this minimal workload that the rural or HCR delivery will continue to provide effective and regular service to the community.

The Velpen Post Office, an EAS-11 level, provides service from 08:30 - 11:30 - 12:30 - 15:45 Monday - Friday, 09:15 - 11:15 Saturday and lobby hours of 7:30-4:30 pm on Monday - Friday and 8:00am-12 noon on Saturday to 29 post office box or general delivery customers and 278 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 32 transaction(s) accounting for 30 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$19,373 ( 51 revenue units) in FY 2008; \$26,397 ( 69 revenue units) in FY 2009; and \$13,487 ( 35 revenue units) in FY 2010. There were one permit mailer(s) or postage meter customer(s).

On March 17, 2011, representatives from the Postal Service were available at Velpen General Baptist Church, 4522 S.State Rd. 257, Velpen, IN 47590 to answer questions and provide information to customers. 57 customer(s) attended the meeting.

On February 24, 2011, 320 questionnaires were distributed to delivery customers of the Velpen Post Office. Questionnaires were also available over the counter for retail customers at the Velpen Post Office. 77 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 14 favorable, 9 unfavorable, and 54 expressed no opinion.

A petition supporting the retention of the Velpen Post Office was received on March 17, 2011, with 642 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Otwell Post Office, an EAS-13 level office. Window service hours at the Otwell Post Office are from 08:00- 11:30am & 1:00-3:45pm, Monday through Friday, and 08:45 -10:45 am on Saturday. There are 69 post office boxes available.

The proposal to close the Velpen Post Office was posted with an invitation for comment at the Velpen Post Office and Otwell Post Office from May 04, 2011 to July 05, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:** Customer concerned about the wording of the customer letter.  
**Response:** The OIC (Officer In Charge) or APM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.
2. **Concern:** Customer concerned about wording in customer letter.  
**Response:** The OIC (Officer In Charge) or APM (Acting Postmaster) has the same authority as a permanent postmaster. This was clarified at the community meeting.
3. **Concern:** Customer expressed a concern about irregular hours that the rural route serves the community.  
**Response:** Carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative Post Office.
4. **Concern:** Customer expressed a concern about package delivery and pickup.

**Response:**

Rural carriers will deliver packages that fit in your rural mail box. If the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

5. **Concern:**

Customer expressed a concern about the hours at the Post Office.

**Response:**

Office hours are determined by the workload at the office. The Post Office workload analysis determined that the present office hours should sufficiently meet customer needs.

6. **Concern:**

Customers asked why their Post Office was being discontinued while others were retained.

**Response:**

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

7. **Concern:**

Customers concerned that statistical questions not answered at meeting.

**Response:**

All questions on the comment and questionnaires been addressed to date.

8. **Concern:**

Customers expressed concern for those customers with disabilities who are not able to go to administrative Post Office to pick up their mail.

**Response:**

Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

9. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

**Response:**

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

10. **Concern:**

Customers expressed concern that postal employees at the administrative Post Office are rude.

**Response:**

Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the Manager, Post Office Operations.

11. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

**Response:**

Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

12. **Concern:**

Customers suggested cutting management positions from the top down instead of taking services away from customers.

**Response:** The Postal Service organizational "redesign" is aimed at cutting some 3,000 administrative positions, or almost 21 percent of the total management employees.

13. **Concern:** Customers were concerned why the postmaster position was not filled.

**Response:** All management positions were frozen in anticipation of the reorganization efforts.

14. **Concern:** Customers were concerned why the postmaster position was not filled. They like the service the OIC gives to them.

**Response:** All management positions were frozen in anticipation of the reorganization efforts. The employees at the Administrative office will continue to provide the best service possible.

15. **Concern:** Customers were concerned about having to travel to another Post Office for service and parking.

**Response:** Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

16. **Concern:** Customers were concerned about having to travel to another Post Office for service and the parking.

**Response:** Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, or by calling 1-800-STAMP-24.

17. **Concern:** Customers were concerned about having to travel to another Post Office for service.

**Response:** Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

18. **Concern:** Customers were concerned about local citizens helping local citizens and seniors.

**Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

19. **Concern:** Customers were concerned about mail security.

**Response:** Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

20. **Concern:** Customers were concerned about obtaining accountable mail and large parcels.



**Response:**

If the customer lives less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the customer lives over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a location designated by the customer (if authorized by the customer), or a notice will be left in the mailbox. Attempted delivery items will be taken back to the Post Office. Customers may pick up the item at the Post Office or request redelivery online at [usps.com](http://usps.com) or by calling 1-800-ASK-USPS.

21. **Concern:**

Customers were concerned about obtaining services from the carrier.

**Response:**

The rural carrier provides all the services that are available at the Post Office with the exception of PO Box service and bulk mail acceptance. This includes stamp sales, package pick up, special services and money order sales.

22. **Concern:**

Customers were concerned about senior citizens and that a decision has already been made.

**Response:**

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information. The final determination to close a post office is revolved at the HQ level. No decisions can be made at a local or district level.

23. **Concern:**

Customers were concerned about senior citizens.

**Response:**

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:**

Customer concerned about lease on the building and improvements.

**Response:**

Facilities will work with the landlord on the lease and then the building will go back to the landlord. Improvements are budgeted several years in advance. This study was initiated after the improvements were approved.

2. **Concern:**

Customers asked why their post office was being discontinued while others were retained

**Response:**

Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

3. **Concern:**

Customers expressed concern for loss of community identity

**Response:**

The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

4. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community



**Response:**

The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

5. **Concern:**

Customers felt the route should emanate from Huntingburg because that office is closer

**Response:**

The customer expressed a question about where the route should emanate from. The delivery route has and will be carefully reviewed to ensure that the most cost-efficient service is provided. Your mail may continue to come from Huntingburg. It is likely only the customers without delivery will be impacted.

6. **Concern:**

Customers felt the route should emanate from Jasper Post Office because that office is closer

**Response:**

The customer expressed a question about where the route should emanate from. The delivery route has been carefully reviewed to ensure that the most cost-efficient service is provided. Although Jasper is closer for some customers, Jasper is not closer for others.

7. **Concern:**

Customers were concerned about a change of address

**Response:**

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address may continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

8. **Concern:**

Customers were concerned about a change of address

**Response:**

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

9. **Concern:**

Customers were concerned about a change of address

**Response:**

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. If you already have Rural delivery, your delivery should not be impacted.

10. **Concern:**

Customers were concerned about a change of address

**Response:**

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change. This change should have no impact on your address.

11. **Concern:**

Customers were concerned about having to travel to another post office for service

**Response:**

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

12. **Concern:** Customers were concerned about obtaining accountable mail and large parcels  
**Response:** The customer expressed a concern about obtaining accountable mail and large parcels. If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.
13. **Concern:** Customers were concerned about senior citizens  
**Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
14. **Concern:** Customers were concerned about senior citizens  
**Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBU's. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
15. **Concern:** Customers were concerned about the changing the hours of operation at the post office  
**Response:** The customer expressed a concern about the hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. A workload analysis was conducted in and determined the hours of service per week. The Administrative office will provide at least the same number of window service hours as the post office.
16. **Concern:** Customer concerned about the time of the meeting.  
**Response:** The postal service can not pick a time that is convenient for everybody. That is why the notifications go out in advance to allow scheduling. There are questionnaires enclosed for those that can not attend the meeting.
17. **Concern:** Customer expressed a concern about package delivery and pickup  
**Response:** The customer expressed a concern about package delivery and pickup. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport.
18. **Concern:** Customer expressed a concern about their 911 address  
**Response:** The customer expressed a concern about your 911 address. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.
19. **Concern:** Customer wanted to know how Velpen ranks in sales compared to other offices

- Response:** That information is not available. We are looking at a decline in mail volumes and don't see it coming back.
20. **Concern:** Customers asked if the Velpen post office closes where would the money go.
- Response:** It will be a savings.
21. **Concern:** Customers asked if we would be required to pay unemployment to the current OIC.
- Response:** POOM explained that there are openings for PMR's all across the district and it was up to her and her ambition if she would like to take another assignment.
22. **Concern:** Customers asked when the file would be available for review.
- Response:** It should be available at the Velpen post office in the next 5-8 weeks and will be available for 60 days.
23. **Concern:** Customers asked why Ireland post office was not open.
- Response:** The POOM stated it was open all day with the exception of lunch from 1-2 pm.
24. **Concern:** Customers asked why their post office was being discontinued while others were retained and why some offices have been suspended for years and not officially closed.
- Response:** The customer asked why the Velpen post office was being studied while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means. HQ makes the final decision on the official closing. Sometimes it is lease or other issues that slow the process down.
25. **Concern:** Customers concerned about how they will get their mail.
- Response:** It was explained that we were there for their input and the information will be analyzed to determine if they will get rural route delivery or CBU's.
26. **Concern:** Customers concerned about Velpen and Stendal post office getting new parking lots/repairs. We should be saving the money.
- Response:** We will look into and advise facilities of the new studies. Money is allocated for projects a year or two in advance sometimes. The money would have been allocated before we initiated the studies.
27. **Concern:** Customers expressed concern about having to erect a rural mailbox.
- Response:** The customer expressed concern about having to erect a rural mailbox. Customers are not required to erect rural mailboxes. Customers may receive PO Box service from the administrative Post Office. If Rural delivery is determined, the post office will install rural mailboxes and then it would be up to the customer to maintain them.
28. **Concern:** Customers expressed concern about misdelivered mail.
- Response:** The customer expressed a concern about misdelivered mail. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action. The rural carrier that delivers in Velpen will continue to service them along with the newly added deliveries.
29. **Concern:** Customers expressed concern that postal employees at the admin office Post Office are rude.

**Response:**

The customer expressed a concern that postal employees at the administrative Post Office are rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. This concern will be conveyed to the postmaster by the manager, post office operations.

30. **Concern:**

Customers felt that there was not enough information presented and questioned why we do not have the meeting after HQ makes it's decision.

**Response:**

It was explained we were there to get community input, answer questions that pertain to the Velpen post office and report our findings in the official file. After HQ makes a decision, there would not be much need to hold a meeting.

31. **Concern:**

Customers questioned if we had a address for to write their congressman.

**Response:**

We do not have that information, but it is readily available and the proposal will be available with information for your review.

32. **Concern:**

Customers questioned the economic savings of the proposed discontinuance

**Response:**

The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

33. **Concern:**

Customers questioned why we have not went to 5 day delivery.

**Response:**

We explained that has to be passed by congress and is still at the congress level.

34. **Concern:**

Customers questioned why we still have 80-90 year old people working, why don't we get rid of them.

**Response:**

We do not force retirement, if the employee is performing their required duties, they may choose to keep their job.

35. **Concern:**

Customers wanted to express that they really want to keep the post office open.

**Response:**

We understand that change is uncomfortable and can't tell them if it will close or not at this point. We can take down your concerns and make sure it is put in the official file.

36. **Concern:**

Customers wanted to know about how Velpen ranked with Otwell

**Response:**

Otwell has 510 deliveries and Velpen has 281 deliveries.

37. **Concern:**

Customers wanted to know how many boxes were available for rent at Velpen

**Response:**

The DIC stated there are about 66 available.

38. **Concern:**

Customers wanted to know how many other offices are being considered

**Response:**

Nationwide, our PM Pat Donahoe has requested we look at 2,000. However in our district there are currently 8-10 under study.

39. **Concern:**

Customers wanted to know if they could save their post office if more boxes were rented.

**Response:**

It was explained that there are many variables that go into the study and just the PO boxes would probably not change the evaluation significantly.

40. **Concern:** Customers wanted to know if they get a CBU if they could have a cover or awning
- Response:** We have seen them in many different locations and ways. This will depend on where they are located.
41. **Concern:** Customers wanted to know if Tona (OIC @ Velpen) will need to work at Otwell due to increased workload
- Response:** That has not been determined at this time.
42. **Concern:** Customers wanted to know other ways the postal service is cutting cost and if employees get bonuses and pay raises.
- Response:** POOM advised she does not get any bonuses and that we do not set salaries we have nothing to do with that. The post office is looking at many cost saving initiatives, including moving routes to minimize cost, energy saving vehicles, energy reducing programs, recycling and cutting jobs.
43. **Concern:** Customers wanted to know where Velpen post office was ranked
- Response:** It was advised that we do not use a ranking system.
44. **Concern:** Customers wanted to make part of the file that Velpen does not have internet services.
- Response:** It will be noted in the file.
45. **Concern:** Customers were concerned about later delivery of mail at Otwell PO Boxes
- Response:** Every office has a required PO box delivery time. It is usually at 9 or 10 am. So it should be the same.
46. **Concern:** Customers were concerned about linking their PO box mail to Otwell because of two different zip codes.
- Response:** It was explained that the PO Box can be linked to their new address for 12 months.
47. **Concern:** Customers were concerned about mailing military packages and how do they mail and weigh them
- Response:** Explained how they can use USPS.com to get many of their custom forms etc. They can also request priority packages to be sent to their home. Flat rate box would be a good option.
48. **Concern:** Customers were concerned about the limited hours of operation at the post office
- Response:** The customer expressed a concern about the limited hours of operation at the post office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The workload analysis indicates the level of the office and how many hours of service it qualifies for per week. The Otwell post office will provide at least the same number of window service hours as the post office.
49. **Concern:** Post offices can only be closed for specific reasons, for example maintenance problems, unsafe conditions, expired lease or a postmasters retirement. This is not the case in our office, our last postmaster did not retire, he took a postmaster position somewhere else & you did not fill this position at the Velpen post office-so why are we on the closing list?



Response;

We do have to follow specific guidelines when we study an office. The reasons listed above refer to criteria for the ER suspension of post offices. The reason we are looking at Velpen is because of the reduced work load and declining mail volumes. USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.

50. Concern:

Postmaster General Pat Donahoe says he targeting 2,000 postal stations & branches that don't employ letter carrier- Is this why you are trying to take our route out of the office so you can close the doors?

Response:

We are not trying to move your carrier, but if the office closes he will have to work out of another office.

51. Concern:

There are two areas of the Postal Service that is not showing net workforce reductions. They are headquarters and area operation offices. You total hours are up 3% in both? How do you justify cutting rural carriers, PMR's and OIC's and postmasters when the two main areas continue to line their pockets.

Response:

We can not answer for Area and HQ, but what we can tell you is that the postal service has cut thousands of jobs in management over the last several years. We are getting ready to to through another re-organization at the end of this month that will target cutting 7,500 jobs in HQ, Area and district offices across the country.

52. Concern:

US Postal Service spokesman Gus Ruiz says you are looking at finances & revenue-why? It is known that you cannot shut a post office down for revenue reasons unless congress gives their approval & further more 28,000 out of 32,000 do not make revenue, why is this a problem now?

Response:

We are governed by congress. We are looking at mail volume declining. The post office is looking at making changes in every part of the organization. We have to make changes now to continue to reach out and serve every customer across the country on a daily basis. This is for the longevity of the postal service. Again, USPS looks at the effects of a proposed discontinuance on the community served; the effect on postal employees; the ability to provide a maximum degree of effective and regular postal services to the affected community, and economic savings; and other data like business activity.

53. Concern:

When you start shutting down offices won't this cause unemployment to get worse- because if you keep continuing to close offices that have non-career employees in them won't you have to pay unemployment for these people?

Response:

There are positions available, so it is up to the non-career employee if they would like to accept another assignment. DOL has guidelines and I am sure anybody can apply for them, but we do not know the specifics.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.

2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

## II. EFFECT ON COMMUNITY

Velpen is an unincorporated community located in PIKE County. The community is administered politically by Township Board 812-354-2230. Police protection is provided by the Pike County Sheriffs Dept. 812-354-8024. Fire protection is provided by the Jefferson twp. fire dept. 812-354-3808. The community is comprised of all listed above (mostly retirees/farmers) commuters and self-employed and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: See Item 13, See Item 13. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Velpen Post Office will be available at the Otwell Post Office. Government forms normally provided by the Post Office will also be available at the Otwell Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customers expressed concern for loss of community identity.  
**Response:** A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
2. **Concern:** Customers felt the loss of a Post Office would have a detrimental effect on the business community.  
**Response:** Businesses generally require regular and effective postal services, and these will always be provided to the community. Since the suspension of service, there has been no indication that the business community has been adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
3. **Concern:** Customers questioned the economic savings of the proposed discontinuance.  
**Response:** Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.
4. **Concern:** Customers were concerned about the loss of a gathering place and an information center.  
**Response:** Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

## III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster was promoted on January 03, 2009. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

## IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 45,880 with a breakdown as follows:

|                                     |           |
|-------------------------------------|-----------|
| Postmaster Salary (EAS-11, No COLA) | \$ 33,168 |
| Fringe Benefits @ 33.5%             | \$ 11,111 |

|   |                   |
|---|-------------------|
| Annual Lease Costs                      | <u>+ \$ 6,000</u> |
| Total Annual Costs                      | \$ 50,279         |
| Less Annual Cost of Replacement Service | <u>- \$ 3,389</u> |
| Total Annual Savings                    | <u>\$ 46,890</u>  |

A one-time expense of \$ 1800 will be incurred for the movement of this facility.

#### **V. OTHER FACTORS**

The Postal Service has identified no other factors for consideration.



## VI. SUMMARY

This is the final determination to close the Velpen, IN Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Otwell Post Office, located six miles away. Service will be provided to cluster box units (CBUs).

The postmaster was promoted on January 03, 2009. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Velpen Post Office provided delivery and retail service to 28 PO Box or general delivery customers and 278 delivery route customers. The daily retail window transactions averaged 32. There are one permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$46,890 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

## VII. NOTICES

- A. **Support Materials.** Copies of all materials upon which this final determination is based are available for public inspection at the Velpen Post Office and Otwell Post Office during normal office hours.
- B. **Appeal Rights.** This final determination to close the Velpen Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Velpen Post Office and Otwell Post Office during normal office hours.



Dean J Granholm  
Vice President of Delivery and Post Office Operations

08/10/2011

Date